SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30	1. REQUISITION NUMBER See Block 25 Below.	PAGE 1 OF PAGE(S) 113

2. Master CONTRACT NO.	3. AWARD/EFFECTIVE DATE	4. ORDER NUMBER	5. SOLICITATION NO.	6. SOLICITATION ISSUE DATE
NAS5-98145	April 1, 2004	NNC04QA20D29	CODE R DO2	January 16, 2004

7. FOR SOLICITATION INFORMATION CALL:	a. NAME	b. TELEPHONE NUMBER (No collect calls)	8. OFFER DUE DATE/LOCAL TIME
▶	Thomas A. Spicer	(216) 433-2762	January 30, 2004

ISSUED BY: CODE	10. THIS ACQUISITION IS	11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED	12. DISCOUNT TERMS
NASA Glenn Research Center 21000 Brookpark Road Mail Stop 500-3 Cleveland, Ohio 44135 Thomas A. Spicer, Delivery Order Contracting Officer (DOCO) Phone: (216) 433-2762 Fax: (216) 433-5489 Email: Thomas.A.Spicer	[X] UNRESTRICTED [ ] SETASIDE: ___% FOR [ ] SMALL BUSINESS [ ] HUBZONE SMALL BUSINESS [ ] 8(A) NAICS: 541519 SIZE STANDARD: $21M	[ ] SEE SCHEDULE [X] 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING: C-9 PPC: BX 14. METHOD OF SOLICITATION: [X] RFQ [ ] IFB [ ] RFP	Net 30

15. DELIVER TO CODE	16. ADMINISTERED BY CODE
GRC On-Site	See Block 9

17a. CONTRACTOR/OFFEROR CODE / FACILITY CODE	18a. PAYMENT WILL BE MADE BY CODE
ACS Government Solutions Group, Inc. One Curie Court Rockville MD 20850 **Cage Code:** 4D149 **TIN:** 520882982 **POC:** Keith Spencer **FAX:** (301) 352-2620 TELEPHONE NO. (301) 805-0329 DUNS No. 058605858	MS 500-312/Comm Acctg. Branch **NASA Glenn Research Center** **21000 Brookpark Road** **Cleveland, Ohio 44135**
[ ] 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER	18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK IS CHECKED [ ] SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QTY	22. UNIT	23. UNIT PRICE	24. AMOUNT
1.	Outsourcing Desktop Initiative for NASA (ODIN) Services.				
	The estimated value (per year) for ODIN services is: (ref. DO Paragraph 5 "Delivery Order Value):	1 1 1	Yr 1 Yr 2 Yr 3	$14,329,140 $14,917,253 $15,507,777	* $14,329,140 $14,917,253 $15,507,777
	* The estimated value includes the price for four Infrastructure Upgrade Proposals (IUPs) for Internet Message Access protocol and Web-based Mail, Spam Filtering, the Internet Protocol Database Upgrade for IP address mapping, and the Archival Service storage replacement.				

25. ACCOUNTING AND APPROPRIATION DATA	26. TOTAL AWARD AMOUNT (For Govt. Use Only)
This Delivery Order in funded via Optional Form 347	$44,754,171.00

[ ] 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1 . FAR 52.212-3, 52.212-4 AND 52.212-5 ARE ATTACHED. ADDENDA [ ] ARE [ ] ARE NOT ATTACHED

[X] 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE the Master Contract 52.212-4 AND 52.212-5. ADDENDA [X] ARE [ ] ARE NOT ATTACHED

[X] 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 2 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.	[X] 29. AWARD OF CONTRACT: REFERENCE ACS/LMIIT's OFFER DATED February 5, 2004. YOUR OFFER ON SOLICITATION (BLOCK 5) INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN IS ACCEPTED AS TO ITEMS: N/A.
30A. SIGNATURE OF OFFEROR/CONTRACTOR	31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT): Keith L. Spencer, Sr. Contract Manager 30c. DATE SIGNED: 31 MAR 2004	31b. NAME OF CONTRACTING OFFICER (Type or print): Thomas A. Spicer 31c. DATE SIGNED: 3/31/04

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I. ADMINISTRATIVE:

1. Introduction:

Outsourcing Desktop Initiative for NASA (ODIN) is a program to implement the outsourcing of NASA's desktop computing environment. ODIN is intended to develop a long-term outsourcing arrangement with the commercial sector which transfers to it the responsibility and risk for providing and managing the vast majority of NASA's desktop, server, and intra-Center communication assets and services as the Agency downsizes and refocuses Information Technology (IT) personnel to Agency core missions. ODIN will include hardware and software acquisition, as well as maintenance, helpdesk, and other ancillary support services for general-purpose workstations for NASA civil servants and on-site contractors. Goddard Space Flight Center (GSFC) leads the ODIN effort, working closely with representatives from the other centers and NASA Headquarters.

Throughout this Delivery Order, the terms "Enterprise" and "Code R" are used interchangeably to mean all Code R Aerospace Technology Enterprise (ATE) centers (i.e., Ames, Dryden, Glenn, and Langley). "Center-specific" refers to that which is applicable to a specific center only.

This Delivery Order was developed with a "Code R" team approach in mind. Meaning, requirements for all four Code R centers have been included in this one document to help ensure uniform requirements to the greatest extent possible. Even as such, each center Delivery Order is considered to be its own separate contractual instrument. Therefore, any references to other centers throughout this Delivery Order (i.e., different from the center which issued this Delivery Order) shall be considered as informational purposes only.

This Delivery Order reflects evolution to an end-state ODIN operating environment characterized in part by the following:

(1) Comprehensive seat management infrastructure.

(2) ODIN customer inclusion in a domain configuration that allows the Contractor to manage the seat in an automated manner using the center network (limited exceptions may be approved by DOCOTR).

(3) Remote control capability, with controlled network access from the central Contractor help desk for full seats.

(4) Use of automated software push capability for software updates.

(5) Seat management client software, which is continually resident on customer desktops.

(6) Customer adherence to DOCOTR-approved hardware and software refresh schedules.

(7) A Center-level IP registration process for all network devices.

(8) Managed system administration privileges for customers with full seats.

This environment will help enable the Contractor to implement a secure, reliable, and automated seat management solution. To realize this mutual goal, the Code R centers are committed to developing and instituting the necessary CIO policies. If Government policies clearly do not have the effect of supporting this environment, the Contractor may request service level waivers, return to service assessments, or other appropriate revisions.

2. Center Specific Scope of ODIN:

The matrix below indicates the general scope of ODIN services at each center in the Aerospace Technology Enterprise (ATE), Code R. Unless specifically limited within this document, the scope of these services shall pertain to the full range and extent of services as described under the ODIN Master Contract, and the ODIN Contractor shall assume full responsibility for all facets of the delivery of these services. These services shall also be provided for employees who have ODIN supported equipment with them on travel, for telecommuting requirements, or otherwise checked out for off-Center use.

SERVICE CATEGORY	ARC	DFRC	GRC	LaRC
Desktop Seats	✓	✓	✓	✓
Networks	X	X	✓	✓
Cable Plant Management	X	X	✓	✓
Server Seats	✓	✓	✓	✓
LAN Seats	X	X	✓	✓
Phone Seats	X	✓	✓	✓
Pager Seats	X	✓	✓	X
FAX Seats	X	✓	✓	✓
Local Video Seat	X	X	✓	✓
Admin Radio Seats	X	✓	✓	X
Remote Communication Seats	X	X	✓	✓
Public Address Seats	X	✓	✓	X
Mobile Computing Seat	X	X	✓	✓

Legend: ✓ for those included in Center's scope of ODIN services
X for those not included in the Center's scope of ODIN services

ARC: Ames Research Center (ARC) Delivery Order will include seats for Contractors with Government Furnished Equipment (GFE). The Government will retain responsibility for the following functions: policy, NASA and Government standards, technical standards/ architectures, Center intrusion detection systems, and all security audits and penetration testing. The Government also considers strategic planning to be a partnership effort between the ODIN Contractor and the Center. NASA reserves the right to have final authority over strategic decisions.

Excluded ODIN Seats and Services at ARC:

Desktop Seat Services
- MA 1 and MA2
- NAD
- Workstation-UNIX
- LAN Services
- File Services

Server Services
- COMP1

Communication Seats and Services
- LAN, including IP, DNS, time management, and wireless

Other
- Gateway Metropolitan Area Exchange / Federal Internet Exchange (MAE/FIX) West
- Central Services (email, web, X.500, calendar)
- Intrusion Detection Systems
- Windows Domain Services, including Account Administration
- Video and Audio for Test Facilities, Security, Surveillance, Research,

Advanced Development, Special Purpose Applications, and Emergency and Disaster Support/Response
Virtual Private Network
PDA Seats
Blackberry Seats

DFRC: Dryden Flight Research Center (DFRC) intends to utilize the ODIN Delivery Order to procure various ODIN services as identified in the DFRC Price Model for both civil service and on-site contractor employees. These services shall also be provided to off-site facilities considered part of DFRC.

GRC: For Glenn Research Center (GRC), these services shall also be provided to the Plum Brook Station.

LaRC: For Langley Research Center (LaRC) these services shall also be provided to off-site facilities considered part of LaRC.

IT Security is an inherently governmental function under the auspices of the Office of the Chief Information Officer (OCIO). Accordingly, certain IT security activities shall be the responsibility of the ODIN Contractor, and some will not.

The Government will retain ownership of the entire LaRC cable plant and the network electronics infrastructure. The cable plant includes the cabling for the telephone system, the Langley Research Center Network (LaRCNET), the video distribution system, and the peripheral circuits used for alarm circuits and monitoring environmental systems. The phone system, fax services for LaRC-owned fax machines, and video distribution, teleconferencing and Integrated Services Digital Network (ISDN) services will be the responsibility of the ODIN Contractor. The Government will also retain responsibility for the following functions: policy, technical & LaRCNET standards/architectures, and planning and advanced development in the areas of IT security, remote communications, video, cable plant, network electronics, network services and LAN interfaces. The term "technical & LaRCNET standards/architectures" refers to the Government's plan to continue to adhere to technical industry and LaRC network standards, and associated architectures for systems that are currently deployed and/or may be deployed at LaRC in the future. The term "planning and advanced development" refers to Government activities directed towards the planning, evaluation, and testing of advanced communications technologies that will enhance LaRC's capabilities and assure LaRC's ability to remain technologically competitive. Joint Government/ODIN activities/endeavors will primarily be associated with the transitioning of new technology in the above technical areas from a state of evaluation and testing to one of production (operations and management).

3. **Authorized Officials – Master Contract A.1.4, Modification 3:**

The Delivery Order Contracting Officer (DOCO) and Alternate DOCO (if applicable) have been appointed in accordance with the Master Contract. The Contractor shall refer to the individual authorization letter(s) for the name of the current appointee(s).

The Delivery Order Contracting Officer's Technical Representative (DOCOTR) and Alternate DOCOTR (if applicable) have been appointed via NASA Form (NF) 1634 entitled "Contracting Officer Technical Representative (COTR)/Alternate COTR Delegation". The Contractor shall refer to the most current NF 1634 for the name of the current appointee(s).

4. **Period of Performance:** The period of performance of this Delivery Order (DO) shall be 36 months from the effective date of this Delivery Order.

5. **Delivery Order Value – Attachment 1:**

The total estimated value of this Delivery Order is $44,754,171.00

The unit prices set forth in Attachment 1, **GRC Price Model (Rev 3 Dated 3/30/04)**, are applicable to the services ordered under this Delivery Order. The Price Model shall be maintained and made electronically accessible to the Government.

6. **Limitation of Funds, (Fixed-Price Contract) (March 1989), NASA FAR Supplement Clause 1852.232-77:**

(a) Of the total price of items being procured under this Delivery Order, the sum of N/A
(b) is presently available for payment and allotted to this Delivery Order. It is anticipated that from time to time additional funds will be allocated to the Delivery Order.

(b) The Contractor agrees to perform or have performed work on the items specified in paragraph (a) of this clause up to the point at which, if this Delivery Order is terminated pursuant to the Termination for Convenience of the Government clause of the Master Contract, the total amount payable by the Government (including amounts payable for subcontracts and settlement costs) pursuant to paragraphs (f) and (g) of that clause would, in the exercise of reasonable judgment by the Contractor, approximate the total amount at the time allotted to the Delivery Order. The Contractor is not obligated to continue performance of the work beyond that point. The Government is not obligated in any event to pay or reimburse the Contractor more than the amount from time to time allotted to the Delivery Order, anything to the contrary in the Termination for Convenience of the Government clause notwithstanding.

(c) (1) It is contemplated that funds presently allotted to this Delivery Order will cover the work to be performed until N/A.

(2) If funds allotted are considered by the Contractor to be inadequate to cover the work to be performed until that date, or an agreed date substituted for it, the Contractor shall notify the Contracting Officer in writing when within the next 60 days the work will reach a point at which, if the Delivery Order is terminated pursuant to the Termination for Convenience of the Government clause of the Master Contract, the total amount payable by the Government (including amounts payable for subcontracts and settlement costs) pursuant to paragraphs (f) and (g) of that clause will approximate 85 percent of the total amount then allotted to the Delivery Order.

(3) (i) The notice shall state the estimate when the point referred to in paragraph (c)(2) of this clause will be reached and the estimated amount of additional funds required to continue performance to the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it.

(ii) The Contractor shall, 60 days in advance of the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it, advise the Contracting Officer in writing as to the estimated amount of additional funds required for the timely performance of the Delivery Order for a further period as may be specified in the Delivery Order or otherwise agreed to by the parties.

(4) If, after the notification referred to in paragraph (c)(3)(ii) of this clause, additional funds are not allotted by the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it, the Contracting Officer shall, upon the Contractor's written request,

terminate this Delivery Order on that date or on the date set forth in the request, whichever is later, pursuant to the Termination for Convenience of the Government clause.

(d) When additional funds are allotted from time to time for continued performance of the work under this Delivery Order, the parties shall agree on the applicable period of Delivery Order performance to be covered by these funds. The provisions of paragraphs (b) and (c) of this clause shall apply to these additional allotted funds and the substituted date pertaining to them, and the Delivery Order shall be modified accordingly.

(e) If, solely by reason of the Government's failure to allot additional funds in amounts sufficient for the timely performance of this Delivery Order, the Contractor incurs additional costs or is delayed in the performance of the work under this Delivery Order, and if additional funds are allotted, an equitable adjustment shall be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the items to be delivered, or in the time of delivery, or both.

(f) The Government may at any time before termination, and, with the consent of the Contractor, after notice of termination, allot additional funds for this Delivery Order.

(g) The provisions of this clause with respect to termination shall in no way be deemed to limit the rights of the Government under the default clause of the Master Contract. The provisions of this Limitation of Funds clause are limited to the work on and allotment of funds for the items set forth in paragraph (a) of this clause. This clause shall become inoperative upon the allotment of funds for the total price of said work except for rights and obligations then existing under this clause.

(h) Nothing in this clause shall affect the right of the Government to terminate this Delivery Order pursuant to the Termination for Convenience of the Government clause of the Master Contract.

7. **Monthly Invoice Periods – Master Contract Paragraph 1. Contract Terms and Conditions—Commercial Items (52.212-4) (May 1997) (Modified):**

For invoicing and payment purposes, the following guidelines shall also apply:

a. Seat and service level services installed or in effect by the 15th day of the month will be invoiced for the whole month. "In effect" is defined as beginning when the equipment is delivered to the user and completely operational and ending when removed from the user.

b. Seat and service level services cancelled on or before the 15th of the month will not be invoiced for that month.

c. Seat and service level services installed or in effect after the 15th of the month will not be invoiced for that month but will be invoiced beginning with the next month.

d. Temporary seats are invoiced the same as the seat and service level services. The minimum invoice period for a Temporary Seat is one month. If the temporary seat's use extends beyond one month (i.e., 30 days), the period beyond one month shall be pro-rated, based on the monthly seat cost.

e. Catalog and other specialized services will be invoiced separately upon customer receipt.

f. Infrastructure upgrades will be invoiced separately upon completion or as negotiated.

8. **Infrastructure Upgrade Proposal (IUP) Submission Requirements – Master Contract C.2.1:** The Code R Centers anticipate the need to request infrastructure upgrade proposals in the desktop and (in particular) network areas to accommodate the need for special or non-standard (i.e., not bundled within the seat) work to be performed. Each IUP submission, per the given response times, shall include the following items:

   a. Prime Contract Effort:

      i. Identification of proposed labor categories and hours.
      ii. Application of the appropriate rates in accordance with the clause entitled "Advanced Agreement on IUP Fixed Price Rates."
      iii. If a labor category is not currently listed in this clause, the Contractor shall provide the proposed base labor rate and the applicable indirect cost (fringe, overhead, and G&A). If the applied indirect rates are not consistent with those used to establish the rates in this clause, explain. The profit rate (not-to-exceed 10%) used in calculating the negotiated listed labor category rates shall apply.
      iv. If proposed, a handling rate shall be applied to materials.

   b. Subcontract Effort: Proposals submitted in response to this Delivery Order shall comply with FAR Part 44 and the following:

      i. The Contractor shall solicit quotations from at least three sources.
      ii. Where only one source is available, justification for the sole source shall be documented, including price analysis and technical rationale.
      iii. This above information is not required to be submitted with proposals, but shall be made available at the request of the Government.
      iv. The handling rate shall be applied in accordance with the clause entitled "Advanced Agreement on IUP Fixed Price Rates."

   c. The Contractor shall, for both prime and subcontract efforts, submit a listing of materials/equipment with prices.

   d. Upon acceptance of an IUP, a fixed-price bilateral modification to the Delivery Order will be executed by the DOCO.

   e. The Contractor shall develop a proposal (cost, schedule, and technical approach) for each upgrade in accordance with the following table.

(See the next page for table.)

Proposal Type	Proposal Maximum Turnaround (working days)	Defining Characteristics	Examples
Rough Order of Magnitude (ROM)	3	Applies to any size project. Typically used for future planning, budgeting, and other similar exercises. Estimates (schedule/dollars) should be sufficiently accurate ("order of magnitude") to allow for "go/no-go" decisions to proceed with a request for a more formal proposal. The Contractor is not bound to any estimates provided in this category.	- Construction Advocacy - Potential leading edge technology deployment
Short Term	5	Small projects. If funded, it is anticipated that all work can be accomplished through the purchase and implementation of standard COTS technology and/or total time expected to complete is less than 1 month. Can usually be handled within the Contractor's umbrella of responsibility, but may require coordination with another Contractor or organization.	- Add macro to existing s/w - Install COTS s/w - Install Extra Phones
Mid-Term	15	Medium scale. If funded, it is anticipated that work to be performed will require some customization/integration of COTS technology and will require 2-3 months to complete. Can usually be handled within ODIN Contractor's umbrella of responsibility, but may require coordination with another Contractor or organization.	- Install/integrate COTS/GOTS technology - Rewire a hallway - Migrate pilot project to production
Long Term	25	Large scale. If funded, it is anticipated that work will require some original design and development and/or total time expected to complete is 3 to 6 months. May require coordination with another Contractor or organization.	- Center wide deployment of a new agency GOTS application - Rewire entire floor of a building
Very Long Term	35	Long range. If funded, anticipated that work will require a significant amount of original design and development and/or total time expected to complete is greater than 6 months. May require materials lead-time and/or coordination with other Contractor or organization.	- Rewire entire building - Center wide deployment of new capability (e.g., PKI)

9. Advance Agreement on IUP Fixed Price Rates

a. Prime Contract Effort: The Contractor shall utilize the following rates in developing proposals for the Government.

ARC - Labor Hour Burdened Rates
(Includes Escalation, Fringe, Overhead, G&A, and Profit)

Labor Category	Year 1	Year 2	Year 3
Program Mgr.	[redacted]	[redacted]	[redacted]
Project Mngt. & Planning Ops.			
Quality Assurance Analyst			
Computer Systems Analyst			
Database Administrator			
Programmer Analyst			
PC Tech Support Analyst I.			
PC Tech Support Analyst II.			
Project Engineer			
Computer Sys. Security Analyst I.			
Computer Sys. Security Analyst II.			
Technician I.			
Technician II.			
Network Data Comm. Analyst			
Network Engineer I.			
Network Engineer II.			
Electrician Maintenance			
Technical Editor/Writer			

b4

DFRC - Labor Hour Burdened Rates
(Includes Escalation, Fringe, Overhead, G&A, and Profit)

Labor Category	Year 1	Year 2	Year 3
Program Mgr.	[redacted]	[redacted]	[redacted]
Project Mngt. & Planning Ops.			
Quality Assurance Analyst			
Computer Systems Analyst			
Database Administrator			
Programmer Analyst			
PC Tech Support Analyst I.			
PC Tech Support Analyst II.			
Project Engineer			
Computer Sys. Security Analyst I.			
Computer Sys. Security Analyst II.			
Technician I.			
Technician II.			
Network Data Comm. Analyst			
Network Engineer I.			
Network Engineer II.			
Electrician Maintenance			
Technical Editor/Writer			

b4

GRC - Labor Hour Burdened Rates
(Includes Escalation, Fringe, Overhead, G&A, and Profit)

Labor Category	Year 1	Year 2	Year 3
Program Mgr.	[redacted]	[redacted]	[redacted]
Project Mngt. & Planning Ops.			
Quality Assurance Analyst			
Computer Systems Analyst			
Database Administrator			
Programmer Analyst			
PC Tech Support Analyst I.			
PC Tech Support Analyst II.			
Project Engineer			
Computer Sys. Security Analyst I.			
Computer Sys. Security Analyst II.			
Technician I.			
Technician II.			
Network Data Comm. Analyst			
Network Engineer I.			
Network Engineer II.			
Electrician Maintenance			
Technical Editor/Writer			

b4

LaRC - Labor Hour Burdened Rates
(Includes Escalation, Fringe, Overhead, G&A, and Profit)

Labor Category	Year 1	Year 2	Year 3
Program Mgr.	[redacted]	[redacted]	[redacted]
Project Mngt. & Planning Ops.			
Quality Assurance Analyst			
Computer Systems Analyst			
Database Administrator			
Programmer Analyst			
PC Tech Support Analyst I.			
PC Tech Support Analyst II.			
Project Engineer			
Computer Sys. Security Analyst I.			
Computer Sys. Security Analyst II.			
Technician I.			
Technician II.			
Network Data Comm. Analyst			
Network Engineer I.			
Network Engineer II.			
Electrician Maintenance			
Technical Editor/Writer			

b. Handling Rates for Other Direct Costs (ODC):

(1) The following allocations represent the Contractor's handling (MHX) rates to be used in developing IUPs:

A. MHX1 rate ([redacted]) - applies to all material purchases that are less than $100,000.

B. MHX4 rate ([redacted]) - applies to the Material Handling Pool that is used to accumulate costs associated with the acquisition of certain goods and services. Elements of cost subject to this rate include material, supplies, training and purchased services and equipment rentals regardless of dollar value.

C. Therefore, materials purchases that are less than $100,000.00 shall apply MHX1 and MHX4 rates.

(2) General & Administrative Expenses rate (G&A).

General and Administrative expenses associated with the overall business segment are accumulated in a single cost pool and allocated to final cost objectives using a total cost input base. The G&A rate is applied to each cost objective to arrive at their allocation of G&A expenses. The following G&A rates are applicable to expenses:

CY 2004	CY 2005
[redacted]	[redacted]

G&A rate is not applied to the values of MHX1 and MHX4.

(3) These provisional rates are subject to DCAA audit and may periodically change. A bilateral modification to this Delivery Order Paragraph will be done as required.

10. **Sales and Other Applicable Taxes – Master Contract A.1.38:** Applicable taxes shall be included in ODIN prices.

11. **Due Diligence Adjustment – Master Contract A.1.1:** A Due Diligence Adjustment is not applicable for this Delivery Order.

12. **Transition Bonus – Master Contract A.1.7:** A transition bonus of up to $100,000 is available for completing a transparent/no disruption in service transition with the Center's successor Contractor, but is only applicable to the end of this Delivery Order, and only if the incumbent Contractor is not awarded a follow-on Delivery Order. The transition bonus may be granted if there is a transparent/no disruption in transition from the incumbent to a successor Contractor. Should a transition bonus be granted, the bonus will be disbursed in accordance with the schedule in the Contractor's transition plan. The Center Director or designee will determine if the transition is smooth and successful and the amount of the bonus, if any. The Center Director's decision is final and not subject to the disputes clause. If the incumbent Contractor is awarded the Delivery Order, no transition bonus will be granted.

13. **(Limited) Release of Contractor Confidential Business Information (CBI):**

(a) NASA may find it necessary to release information submitted by the Contractor, either in response to this solicitation or pursuant to the provisions of this contract, to individuals not employed by NASA. Business information that would ordinarily be entitled to confidential treatment may be included in the information released to these individuals. Accordingly, by submission of this proposal, or signature on this contract or other contracts, the Contractor hereby consents to a limited release of its Confidential Business Information (CBI).

(b) Possible circumstances where the Agency may release the Contractor's CBI include, but are not limited to, the following:

(1) To other Agency contractors and subcontractors, and their employees tasked with assisting the Agency in handling and processing information and documents in the evaluation, the award or the administration of Agency contracts, such as providing both pre-award and post-award audit support and specialized technical support to NASA's technical evaluation panels;

(2) To NASA contractors and subcontractors, and their employees engaged in information systems analysis, development, operation, and maintenance, including performing data processing and management functions for the Agency.

(c) NASA recognizes its obligation to protect the Contractor from competitive harm that could result from the release of such information to a competitor. Except where otherwise provided by law, NASA will permit the limited release of CBI under subparagraphs (1) or (2) only pursuant to non-disclosure agreements signed by the assisting contractor or subcontractor, and their individual employees who may require access to the CBI to perform the assisting contract.

(d) NASA's responsibilities under the Freedom of Information Act are not affected by this clause.

(e) The Contractor agrees to include this clause, including this paragraph (e), in all subcontracts at all levels awarded pursuant to this contract that require the furnishing of CBI by the subcontractor.

14. Deliverables:

A. Data Requirements Document (DRD) - Attachment 7: In addition to Master Contract DRDs, the Contractor shall comply with Enterprise and Center-specific DRDs. See Attachment 7 for full text of Enterprise and Center-Specific DRD requirements.

Master Contract

DRD NO.	SECTION/REF	DRD TITLE
ODIN-1	C.5.6.4	Asset Reporting Requirements
ODIN-1A	A.1.14	Asset Transition Value Report
ODIN-2	C.6	Performance Metrics
ODIN-3	C.8.3	Sensitive Information Report
ODIN-4	C.10	Emergency Preparedness Plan
* ~~ODIN-5~~ (See DRD GRC-1)	C.5.2	~~Telephone Directory~~
ODIN-6	N/A	This number was Skipped.
**~~ODIN-7~~ See ATE-7 for Code R Delivery Orders	52.219-9	~~Small Business Subcontract Reporting Requirements~~

Notes: * This DRD is applicable to GRC Only.
** This DRD is not applicable to the Code R Centers.

Code R – Aerospace Technology Enterprise (ATE)

DRD NO.	SECTION/REF	DRD TITLE
ATE-1	See DRD	Safety & Health Plan
ATE-2	"	Safety & Health Reporting
ATE-3	"	Mishap Reporting and Close Call
ATE-4	"	IT Security Plan
ATE-5	"	IT Security Incident Reporting
ATE-6	"	Invoice Supporting Documentation
ATE-7	"	Subcontracting Reports
ATE-8	"	Property Reporting
ATE-9	"	Service Summary
ATE-10	"	Software Technology Refresh Status & Schedule
ATE-11	"	Triage 1 and 2 Software & Mitigation/Remediation Action Reporting
ATE-12	"	Technology Infusion
ATE-13	"	Technology Implementation Plan
ATE-14	"	Technology Issue Awareness
ATE-15	"	Backup Subscription and Service Status
ATE-16	"	Elimination of Clear Text Passwords Plan
ATE-17	"	Telephone Trunks Traffic Analysis

Dryden

DRD NO.	SECTION/REF	DRD TITLE
DFRC-1	See DRD	Passwords

Glenn

DRD NO.	SECTION/REF	DRD TITLE
GRC-1	Master Contract C.5.2	ON-LINE TELEPHONE DIRECTORY

ARC and LaRC - No Center-unique DRDs

B. **Miscellaneous Deliverables:** While separate DRDs are not created for the following deliverables, the chart below outlines the various deliverables required by this Delivery Order for administration purposes. See the respective Delivery Order Paragraph for complete details of these requirements.

Section	Paragraph Title	Item Due	Due Date(s)
I. Administrative	Government Property Clauses	**GRC Only** – NF 1018 for Reporting Period Oct. 1 through Sept. 30.	Annually (NLT Oct. 15)
II. General	Asset Management Database	Delivery Order Asset Management Database	A complete set of all monthly archives shall be provided to the DOCOTR at Delivery Order completion. (Due March 31, 2007)
III. Desktop	Hardware and Software Delivery Requirements for Seats without Minimum Performance Specifications	Specifications	Quarterly (Due with Attachment R)
V. Catalog	Volume Discount for Catalog Items	A letter to each Code R Center DOCO that specifies the volume discounts (cost and percentage savings) that were realized in the previous 6-month period.	Semi-Annually (Due within 30 days after each semi-annual period)
VI. Metrics and Help Desk	Level 2 Metrics	Contractor's written self-evaluation report to the DOCOTR.	With 30 days following the end of each PRP period.
IX. DFRC Unique Requirements/ Clauses, Telecommunications & Pagers	Cell Phone Minutes	**DFRC Only** – a written review to the DOCOTR of industry service plans.	Semi-Annually (Due within 30 days after each semi-annual period)

15. **Non-Disclosure – Master Contract C.5.4:** The Contractor shall require each employee with potential access to any information and/or data available to them as a result of the performance of this DO, to sign non-disclosure statement certifications prior to commencing performance of duties, which might result in access to such information and/or data. A signed copy of the non-disclosure statement for all company employees and any subcontractors supporting the subject Delivery Order shall be filed in each of the respective employee's personnel file, a copy shall be maintained with the Contractor's Program Management staff, and a copy of all the signed agreements shall also be kept in one single folder, which shall be made available to the Government upon request. The following non-disclosure statement shall be used/obtained:

ODIN Contractor Services
Under Master Contract NAS5-98145

NON-DISCLOSURE STATEMENT

I certify that I will not disclose any information (e.g., NASA specifications, requirements, data, sensitive information, proprietary information) concerning Delivery Order **Contractor fill in specific center DO number** and NAS5-98145 made available to me as a result of my performance under this Delivery Order/NASA Contract. This information may not be used for any other purpose.

_____
Name

_____
Title

_____
Company

_____
Signature

_____
Date

16. **Data Rights**: The following clauses are applicable to this Delivery Order:

A. **FAR 52.227-14, RIGHTS IN DATA-GENERAL (JUNE 1987)** is hereby incorporated by reference.

B. **OWNERSHIP AND RIGHTS TO DATA AND DATA FILES:** The Contractor has no rights to any data and data files that Government personnel place onto any system provided or supported by the Contractor. The Government retains complete ownership and all rights to such data and data files. Subject to the provisions of this Delivery Order and Master Contract, the Contractor shall not read, record, or otherwise retain any such data or data files. In addition the Contractor shall, at the end of this Delivery Order, either destroy any such data and data files that it might have or return all copies of such data and data files to the Contracting Officer.

(Applicable to ARC Only)

(a) In the performance of this contract it is anticipated that the Contractor may have access to, be furnished, use, or generate the following types of data (recorded information):

(1) data submitted to the Government with limited rights or restricted rights notices;

(2) data of third parties which the Government has agreed to handle under protective arrangements; and

(3) data generated by or on behalf of the Government which the Government intends to control the use and dissemination thereof.

(b) In order to provide management appropriate for protecting the interests of the Government and other owners of such data, the Contractor agrees with respect to data in category (a)(1) above, and with respect to any data in categories (a)(2) and (a)(3) when so identified by the Contracting Officer, to:

(1) use and disclose such data only to the extent necessary to perform the work required under this contract, with particular emphasis on restricting disclosure of the data to those persons who have a definite need for the data in order to perform under this contract;

(2) not reproduce the data unless reproduction of the data is specifically permitted elsewhere in the contract or by the Contracting Officer;

(3) refrain from disclosing the data to third parties without the written consent of the Contracting Officer; and

(4) return or deliver the data including all copies thereof to the Contracting Officer or his designated recipient when requested by the Contracting Officer.

D. HANDLING OF DATA (ARC 52.227-96) (JUN 1989) (Applicable to ARC Only)

(a) Paragraph (d)(1) of the "Rights in Data--General" clause of this contract permits the Government to restrict the Contractor's right to use, release to others, reproduce, distribute, or publish any data first produced or specifically used by the Contractor in the performance of the contract provided such restriction is expressly set forth in the contract. Pursuant to this authority, the following restrictions shall apply to such data and shall be included, in substance, in all subcontracts:

(b) Data specifically used.

(1) In the performance of this contract, it is anticipated the Contractor may have access, or be furnished, data (including financial, administrative, cost or pricing, or management information as well as technical data or computer software) of third parties which the Government has agreed to handle under protective arrangements, as well as such Government data for which the Government intends to control the use and dissemination.

(2) In order to protect the interests of the Government and the owners of such data, the Contractor agrees, with respect to such third party or Government data that is either marked with a restrictive legend or specifically identified in this contract or in writing by the Contracting Officer as being subject to this clause, to use and disclose such data only to the extent necessary to perform the work required under this contract, preclude disclosure of such data outside the Contractor's organization, and return or dispose of such data as directed by

the Contracting Officer when the data is no longer needed for contract performance.

(3) Notwithstanding (2) above, the Contractor shall not be restricted in the use and disclosure of any data that becomes generally available without breach of this clause by this Contractor, is known to or is developed by the Contractor independently of any disclosure of proprietary, restricted, or confidential data hereunder, or is rightfully received by the Contractor from a third party without restriction.

(c) Data first produced: Data first produced by the Contractor under this contract may include data for which the Government wants to control the use and dissemination. The Contracting Officer may require, or this contract may presently specify, that the Contractor apply restrictive legends to such identified data prior to delivery to the Government, or to third parties at the Government's direction, that restrict the use and disclosure of the data by any third party recipient. However, such restrictive legends shall in no way affect the Contractor's or the Government's rights to such data as provided in the "Rights in Data--General" clause of this contract.

E. HANDLING OF DATA (LaRC 52.227-28) (MAY 2003) (Applicable to LaRC Only)

(a) "DATA," as used in this clause, means recorded information, regardless of the form, the media on which it may be recorded, or the method of recording. The term includes, but is not limited to, models, photographs, lab notebooks, diagrams, drawings, information subject to the Privacy Act, information of a scientific or technical nature, computer software and documentation thereof, and information of a commercial or financial nature.

(b) In the performance of this Delivery Order the Contractor will have access to, be furnished, generate, or use one or more of the following categories of DATA:

(1) DATA of third parties that the Government has agreed to handle under protective arrangements;

(2) Government DATA, the use and dissemination of which the Government intends to control or is required to control by law; or

(3) DATA that the Contractor will create or assist in creating under this Delivery Order that the Government has agreed to handle under protective arrangements or indicates that it intends to control.

(c) In order to protect the interests of the Government and the owners, licensors and licensees of such DATA, the Contractor agrees, with respect to any of the types of DATA identified in paragraph (b), above, that is either marked with a restrictive legend, specifically identified to the Contractor as DATA being generated and to be marked with a restrictive legend, or otherwise identified in writing by the Contracting Officer or his or her representative as being subject to this clause, to:

(1) Use, disclose, and reproduce such DATA only to the extent necessary to perform the work required under this Delivery Order;

(2) Allow access to such DATA only to those of its employees that require access for their performance under this Delivery Order;

(3) Preclude access and disclosure of such DATA by the Contractor's personnel outside of that portion of the Contractor's organization needed for the performance of the Contractor's duties under this Delivery Order; and

(4) Return or dispose of such DATA, as the Contracting Officer or his or her representative may direct when the DATA is no longer needed for Delivery Order performance.

(d) In the event that DATA includes a legend that the Contractor deems to be ambiguous or unauthorized, the Contractor shall inform the Contracting Officer of such condition. Notwithstanding the ambiguous or unauthorized nature of such a legend, as long as the legend provides an indication that a restriction on the use or disclosure was intended, the Contractor shall treat such DATA pursuant to the requirements of this clause unless otherwise directed, in writing, by the Contracting Officer.

(e) Subject to the notice requirements in (f), below, the Contractor shall not be restricted in the use, disclosure, and reproduction of DATA that:

(1) Is, or becomes, generally available or public knowledge without breach of this clause by the Contractor or its employees;

(2) Is known to the Contractor at the time of disclosure; has been disclosed to the Contractor without restriction from the Government; or has been independently developed by the Contractor outside of the Contractor's activities under this Delivery Order;

(3) Has become known to the Contractor without similar restrictions from a source other than the Government or any party having work performed under this Delivery Order, that source having the right to disclose such DATA; or

(4) The Contractor is required to produce such DATA pursuant to a court order or similar Government action.

(f) If the Contractor believes that any event or condition removes the restrictions on their use, disclosure, or reproduction of DATA, the Contractor shall promptly notify the Contracting Officer in writing of such belief before acting on such belief, and, in any event, shall give written notice to the Contracting Officer before unrestricted use, disclosure, or reproduction of such DATA.

(g) Before the Contractor has access to DATA identified in paragraph (b), above, the Contractor shall provide the Contracting Officer an acceptable written plan by which it intends to assure that its personnel who have or might reasonably have access to any such DATA, will honor the Contractor's obligation to safeguard such DATA. Should the Contracting Officer consider the proposed plan inadequate, the Contractor will be advised of the inadequacy and the Contractor will provide a revised plan. The Contracting Officer may suspend work under this Delivery Order, at no cost to the Government, until such time as the written plan of the Contractor is considered acceptable to the Contracting Officer.

(h) The Contractor agrees to inform and instruct its employees of its and their obligations under this clause and to appropriately bind its employees contractually to comply with the access, use, disclosure, and reproduction provisions of this clause.

17. **Subcontract Reporting - Master Contract A.1.2.2.(d) (4) and DRD ATE-7:**

In accordance with Master Contract FAR clause 52.219-9 (Small Business Subcontracting Plan), the Contractor's proposed subcontracting plan has been reviewed and accepted by the Government. As a result, the Contractor's subcontracting plan is hereby made a part of this Delivery Order.

The subcontracting goals for the Code R centers, expressed as a percentage of total Delivery Order dollars, are as follows:

Category	%
Small Business (SB)	25%
Small Disadvantaged Business (SDB)	12%
Woman-Owned Small Business (WOSB)	4%
Historically Black Colleges and Universities (HBCU) and Minority Institutions (MI)	0%
HUB Zone	2%
Veteran Owned	1%
Service-Disabled Veteran Owned	1%

18. **Government Property Clauses:** The following Government Property clauses are applicable to this Delivery Order:

A. **FAR 52.245-2, GOVERNMENT PROPERTY (FIXED PRICE CONTRACTS) (JUNE 2003)** is hereby incorporated by reference.

B. **NFS 1852.245-71, INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY (JUNE 1998), ALTERNATE 1 (MARCH 1989)**

(a) The Government property described in the clause at 1852.245-77, List of Installation-Accountable Property and Services, shall be made available to the Contractor on a no-charge, non-interference basis for use in performance of this contract. This property shall be utilized only within the physical confines of the NASA installation that provided the property. Under this clause, the Government retains accountability for, and title to, the property, and the Contractor assumes the following user responsibilities:

The Contractor shall not indirectly use or allow the use of Government property of any kind, including property leased to the Government, for other than officially approved activities. The Contractor has an affirmative duty to protect and conserve Government property, including equipment, supplies, and other property entrusted to the Contractor. Additional responsibilities of the Contractor include:

(1) Notifying the cognizant property custodian, supervisor, DOCOTR, DOCO, and the Installation Security Officer immediately if theft of Government Property is suspected.

(2) Ensuring that such equipment is used only in pursuit of approved NASA programs and projects.

(3) Identifying equipment not being actively used in pursuit of approved NASA programs and projects.

(4) Ensuring that equipment is turned in to the Property Disposal Officer through the cognizant property custodian when no longer needed. Under no circumstances will

the Contractor throw away Government equipment.

(5) At Installation with full-time property custodians, assigned users retain all responsibilities including notifying cognizant property custodians of all activity associated with the user's assigned equipment.

(6) Per specific Delivery Order requirements, provide maintenance, repair, upgrade, enhancement, refresh, and coordination with Government personnel of physical location, status, and condition of Government property for which the Contractor provides purchased support. Use of Government property listed as available for use at clause 1852.245-77 is permitted in the performance of this Delivery Order on an as-available and as-is basis.

(7) Should any item listed as available therein either not be available for use or else no longer be fit for use to meet the needs of the Contractor in the performance of this Delivery Order, the Contractor shall promptly notify the DOCOTR and, as required for its performance, the Contractor shall provide the replacement item for their own use. Any such replacement item shall be the property of and the full responsibility of the Contractor.

The Contractor shall establish and adhere to a system of written procedures for compliance with these user responsibilities. Such procedures must include holding employees liable, when appropriate, for loss, damage, or destruction of Government property.

(b) (1) The official accountable record keeping, physical inventory, financial control, and reporting of the property subject to this clause shall be retained by the Government and accomplished by the installation Supply and Equipment Management Officer (SEMO) and Financial Management Officer. If this contract provides for the Contractor to acquire property, title to which will vest in the Government, the following additional procedures apply:

(i) The Contractor's purchase order shall require the vendor to deliver the property to the installation central receiving area;

(ii) The Contractor shall furnish a copy of each purchase order, prior to delivery by the vendor, to the installation central receiving area:

(iii) The Contractor shall establish a record of the property as required by FAR 45.5 and 1845.5 and furnish to the Industrial Property Officer a DD Form 1149 Requisition and Invoice/Shipping Document (or installation equivalent) to transfer accountability to the Government within 5 working days after receipt of the property by the Contractor. The Contractor is accountable for all Contractor-acquired property until the property is transferred to the Government's accountability.

(iv) Contractor use of Government property at an off-site location and off-site subcontractor use require advance approval of the contracting officer and notification of the SEMO. The Contractor shall assume accountability and financial reporting responsibility for such property. The Contractor shall establish records and property control procedures and maintain the property in accordance with the requirements of FAR Part 45.5 until its return to the installation.

(2) After transfer of accountability to the Government, the Contractor shall continue to maintain such internal records as are necessary to execute the user responsibilities identified in paragraph (a) and document the acquisition, billing, and disposition of the property. These records and supporting documentation shall be made available, upon request, to the SEMO and any other authorized representatives of the contracting officer.

(3) The Contractor shall not utilize the installation's central receiving facility for receipt of Contractor-acquired property. However, the Contractor shall provide listings suitable for establishing accountable records of all such property received, on a quarterly basis, to the Contracting Officer and the Supply and Equipment Management Officer.

C. NFS 1852.245-77, LIST OF INSTALLATION-ACCOUNTABLE PROPERTY AND SERVICES (JULY 1997)

In accordance with the clause at 1852.245-71, Installation-Accountable Government Property, the Contractor is authorized use of the types of property and services listed below, to the extent they are available, in the performance of this contract within the physical borders of the installation which may include buildings and space owned or directly leased by NASA in close proximity to the installation, if so designated by the Contracting Officer.

(a) Office space and work area space as described below, and utilities. Government telephone lines, for both local and long distance purposes, are available for official purposes only; pay telephones are available for Contractor employees for unofficial calls.

ARC will provide, for the ODIN Contractor's use in performing the services required under the Delivery Order, approximately 5,500 square feet, including space for offices, seat management servers, repair rooms, shipping/receiving, and storage. Sponsoring organizations will provide additional office space for co-located ESAs.

DFRC will provide, for the ODIN Contractor's use in performing the services required under the Delivery Order, up to 10,000 square feet of on-site facility/space for the contractor's use in performing the services required under the delivery order. Space is provided for offices, equipment, and storage. DFRC offers the on-site space indicated at no charge and expects the seat prices to reflect this.

GRC will provide, for the ODIN Contractor's use in performing the services required under the Delivery Order, 2,875 sq. ft of personnel office space and 1,500 sq. ft of shop (raised floor) space for ODIN related infrastructure (servers, wiring closets) and test-bed activities within Building 142 at no cost. Use of other specialized rooms across the center such as distributed communications rooms (e.g., telephone switch room, wiring closets, server rooms) will be made available at current usage levels at no charge.

LaRC will provide, for the ODIN Contractor's use in performing the services required under the Delivery Order, on-site floor space up to the quantities indicated as follows and other identified office space agreed to with the DOCOTR: 3,000 sq. ft. of space in Building 1268 complex currently used for servers, the Help Desk, desktop operations, and Network Control Center, 3,300 sq. ft. in Building 1201 currently used for Network Operations, and 1,280 sq. ft. of Conex storage located behind Building 1201. The facilities/space includes custodial, security, and utilities. Seats for ODIN on-site personnel (e.g., telephones and computers, are not included in the Government seat count and will need to be provided by the ODIN Contractor). Other personnel space is provided in buildings with large user population to house distributed support personnel. There are several other buildings/rooms that are provided and used exclusively for network and telephone equipment. The Government offers the above-described on-site space at no charge.

(b) General- and special-purpose equipment, including office furniture.

(1) Equipment/items to be made available for use to the Contractor is listed in Attachment **(N/A)**. The Government retains accountability for this property under the clause at 1852.245-71, Installation-Accountable Government Property, regardless of its authorized location. Additionally, Government-owned items requiring Contractor maintenance coverage are defined in the Master Contract and herein.

NOTE: For **DRFC only**, the Government will provide up to 4 vehicles for the Contractor's use in performance under the Delivery Order. If the Contractor requires additional vehicles, a request shall be submitted to the DOCOTR for approval.

(2) If the Contractor acquires property, title to which vests in the Government pursuant to other provisions of this contract, this property also shall become accountable to the Government upon its entry into Government records as required by the clause at 1852.245-71, Installation-Accountable Government Property.

(3) The Contractor shall not bring to the installation for use under this contract any property owned or leased by the Contractor, or other property that the Contractor is accountable for under any other Government contract, without the Contracting Officer's prior written approval. However, advance approval is not required for items listed in the Contractor's asset management database and provided for the Government's use under this contract.

(c) Installation-provided services:

(1) Supplies from stores stock. **(Not applicable to LaRC)**
(2) Publications and blank forms stocked by the installation.
(3) Janitorial services for provide office space.
(4) On-Center mail services for official ODIN use.
(5) Use of the Center's existing Internet service for official ODIN use.
(6) Safety and fire protection for Contractor personnel and facilities.
(7) Installation service facilities: Conference and training facilities as required for customer interface activities or training, as available and as scheduled and coordinated with Points of Contact and/or facility coordinators.
(8) Medical treatment of a first aid nature for Contractor personnel injuries or illnesses sustained during on-site duty.
(9) Cafeteria privileges for Contractor employees during normal working hours.
(10) Building maintenance for facilities occupied by Contractor personnel.
(11) The user responsibilities of the Contractor are defined in paragraph (a) of the clause at 1852.245-71, Installation-Accountable Government Property.
(12) The following are additional installation-provided services at LaRC only:

a. Diesel fuel for ODIN-supported Government-owned generators
b. Use of LaRC facility 1268 LaRCNET Development Lab (room 2215 of Building 1268B), upon scheduling and as available
c. Existing infrastructure hardware items necessary for performing assigned tasks

(d) Software licenses as available and needed for support

D. NFS 1852.245-73, FINANCIAL REPORTING OF NASA PROPERTY IN THE CUSTODY OF CONTRACTORS (October 2003) (Applicable to GRC Only)

(a) The Contractor shall submit annually a NASA Form (NF) 1018, NASA Property in the Custody of Contractors, in accordance with the provisions of 1845.505-14, the instructions on the form, subpart 1845.71, and any supplemental instructions for the current reporting period issued by NASA.

(b) (1) Subcontractor use of NF 1018 is not required by this clause; however, the Contractor shall include data on property in the possession of subcontractors in the annual NF 1018.
(2) The Contractor shall mail the original signed NF 1018 directly to the cognizant NASA Center Deputy Chief Financial Officer, Finance, unless the Contractor uses the NF 1018 Electronic Submission System (NESS) for report preparation and submission.
(3) One copy shall be submitted (through the Department of Defense (DOD) Property Administrator if contract administration has been delegated to DOD) to the following address: **[Not Applicable]**, unless the Contractor uses the NF 1018 Electronic Submission System (NESS) for report preparation and submission.

(c) (1) The annual reporting period shall be from October 1 of each year through September 30 of the following year. The report shall be submitted in time to be received by October 15. The information contained in these reports is entered into the NASA accounting system to reflect current asset values for agency financial statement purposes. Therefore, it is essential that required reports be received no later than October 15. Some activity may be estimated for the month of September, if necessary, to ensure the NF 1018 is received when due. However, contractors procedures must document the process for developing these estimates based on planned activity such as planned purchases or NASA Form 533 (NF 533 Contractor Financial Management Report) cost estimates. It should be supported and documented by historical experience or other corroborating evidence, and be retained in accordance with FAR Subpart 4.7, Contractor Records Retention. Contractors shall validate the reasonableness of the estimates and associated methodology by comparing them to the actual activity once that data is available, and adjust them accordingly. In addition, differences between the estimated cost and actual cost must be adjusted during the next reporting period. Contractors shall have formal policies and procedures, which address the validation of NF 1018 data, including data from subcontractors, and the identification and timely reporting of errors. The objective of this validation is to ensure that information reported is accurate and in compliance with the NASA FAR Supplement. If errors are discovered on NF 1018 after submission, the contractor shall contact the cognizant NASA Center Industrial Property Officer (IPO) within 30 days after discovery of the error to discuss corrective action.
(2) The Contracting Officer may, in NASA's interest, withhold payment until a reserve not exceeding $25,000 or 5 percent of the amount of the contract, whichever is less, has been set aside, if the Contractor fails to submit annual NF 1018 reports in accordance with 1845.505-14 and any supplemental instructions for the current reporting period issued by NASA. Such reserve shall be withheld until the Contracting Officer has determined that NASA has received the required reports. The withholding of any amount or the subsequent payment thereof shall not be construed as a waiver of any Government right.

(d) A final report shall be submitted within 30 days after disposition of all property subject to reporting when the contract performance period is complete in accordance with (b)(1) through (3) of this clause.

E. 1852.245-76, LIST OF GOVERNMENT-FURNISHED PROPERTY. (October 1988) (Applicable to GRC Only)

For performance of work under this Delivery Order, the Government will make available Government property identified below or in Attachment Glenn Center Unique Attachment B of this Delivery Order on a no-charge-for-use basis. The Contractor shall use this property in the performance of this Delivery Order at Glenn Research Center and at other location(s) as may be approved by the Contracting Officer. Under the FAR 52.245 Government property clause of this Delivery Order, the Contractor is accountable for the identified property.

19. **Asset Tracking and Management**: Government-owned property (i.e., computer seats) which are to be maintained by the ODIN Contractor will be provided to the ODIN Contractor, along with all other available pertinent information for each seat, including any available warranty information including that for MA seats. These assets are to be maintained by the ODIN Contractor and ultimately replaced via refresh activities for GP/SE seats.

20. **Asset Possession Tracking**: The Contractor shall maintain a system for tracking asset possession, including but not limited to, providing a form that the customer and Contractor sign to indicate change in possession of an asset, either from customer to Contractor or Contractor to customer. A copy of the signed form shall be provided to the customer, and the Contractor shall maintain a file of all such forms for the duration of the Delivery Order. In addition, if the property is Government-owned and is to be taken off site, the Center's procedures shall be followed to obtain proper authorization.

21. **Support for Excess of Government-Owned Property: (Not Applicable to ARC or GRC)** The Government will maintain property records for all Government-owned property. The ODIN Contractor shall pick-up all ODIN supported Government-owned equipment identified for excess by end-user organizations.

For desktop systems, prior to pickup, the ODIN Contractor is required to verify that user data is properly dispositioned. After pickup, the hard disk must be sanitized in accordance with existing policies and procedures. After sanitizing disks and prior to excessing, the ODIN Contractor shall install an operating systems on the computer equipment in accordance with existing policies and procedures.

Items shall be turned over to the Center Property Disposal Officer's representative at the on-Center location that the Center Property Disposal Officer delegates.

GRC Only: The Contractor shall be accountable for ODIN-supported IT equipment, including tracking, loans, shipping, storage, inventories and surveys. The Contractor shall maintain current records and transaction documents in such a condition that, at any stage of the contract, the status of Government Property can be readily ascertained. The Contractor shall pick up all ODIN supported IT equipment identified for excess or reutilization by end-user organizations. Prior to pick-up, the contractor is required to verify that user data is appropriately dispositioned. After excessed equipment is picked up, the hard disk must be wiped clean in accordance with existing policies and procedures. After wiping disks and prior to excess, the Contractor shall install the current baseline operating system (i.e. the operating system that was resident before the wipe operation) on the computer equipment in accordance with existing policies and procedures. At that point the items are to be turned over to the Glenn Property Disposals Officer's representative using a NASA Form C-260.

22. **Sanitization:** The Contractor shall ensure that all ODIN-supported equipment that stores data and/or information is sanitized prior to reuse, external transfer, surplus, donation, or sending equipment offsite for repair. Sanitization is the elimination of all data/information, including software, by overwriting media or degaussing with a Center-approved sanitization procedure. This requirement encompasses all IT equipment that has non-volatile memory (e.g., handheld devices, external hard drives, routers, switches, network servers, network printers, network facsimile devices, desktop computers). The Contractor's procedures shall include ensuring that documentation exists, is maintained, and is available to the Government to provide documentation that all equipment for which it is responsible is properly sanitized.

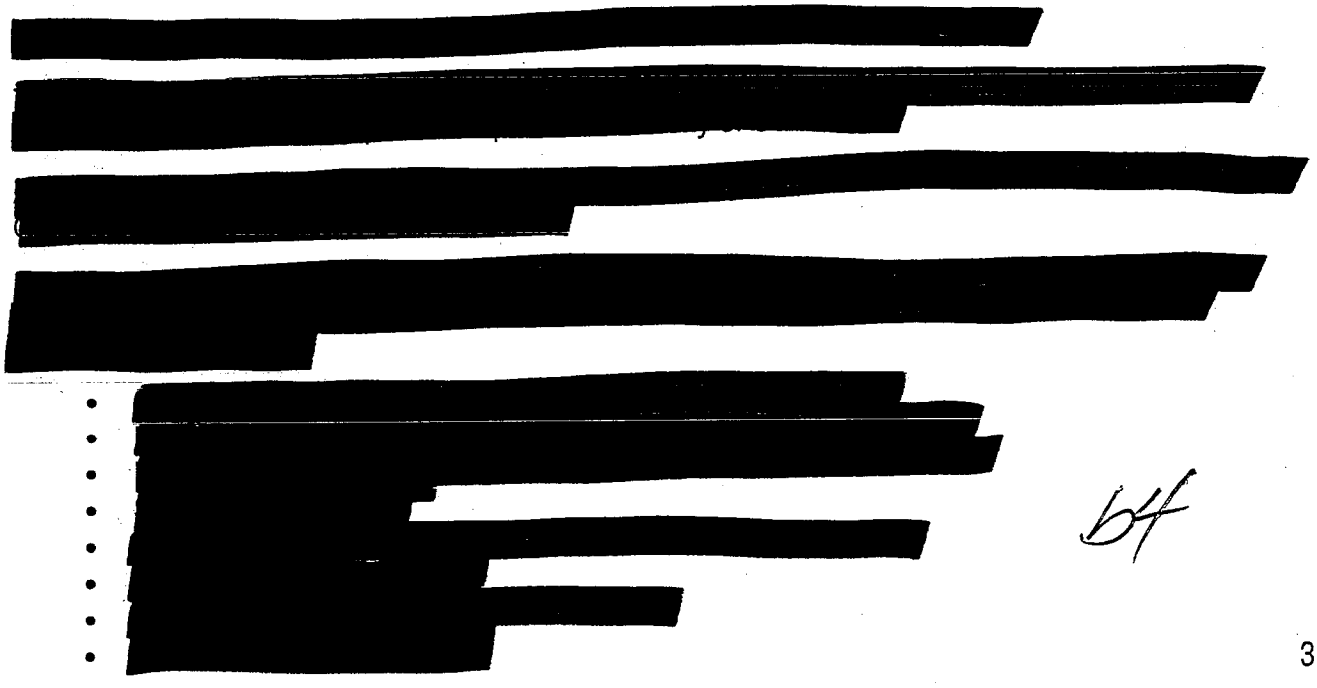
    If the Contractor uses disposable media such as floppies, CDs, or DVDs for the purpose of migrating customer data, the Contractor shall implement procedures to ensure that the media is destroyed or erased.

23. **Liability – Master Contract A.1.20 and DRD ATE-8:** In the event of asset losses, the Contractor shall conduct the investigations and, if theft is suspected, shall request the assistance of Center security to ascertain pertinent facts and recover lost equipment. The Contractor shall keep accurate records of losses that are not recovered and deliver this information as set forth in DRD ATE-8. Lost value shall be determined by using lease cost and depreciation. The Contractor shall keep accurate records of losses that are not recovered and shall provide quarterly updates of deductions against the annual $100,000 asset liability clause for lost and missing equipment.

    The Contractor shall investigate as a potentially missing asset all desktop/laptop seats that do not automatically update their asset inventory information for 60 consecutive calendar days, unless waived by the DOCOTR.

    The Contractor's investigation shall include contacting the user and following the Center's procedures for reporting lost/stolen/missing assets in order to determine if the asset contained sensitive data. The Contractor shall notify NASA Security by submitting the Center's Lost/Stolen equipment form. Copies of all Loss/Stolen Forms shall be sent to the DOCOTR.

24. **Asset Transition Value (ATV) Methodology – Master Contract A.1.14 and DRD ODIN-1A:**



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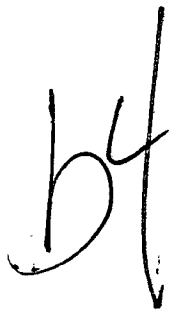

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25. **Audits, Investigations, and Emergency Corrective Actions:** The Contractor shall provide all necessary support in the event of a Government-initiated investigation involving the Contractor's team or the Contractor's customers, and shall provide all services necessary to properly respond to NASA IT security bulletins or notices from the NASA Incident Response Center (NASIRC), or the NASA Chief Information Officer that apply to any Contractor-supported system or environment. The Contractor shall take necessary and/or immediate corrective actions on ODIN seats in response to these bulletins and notices, and shall notify the Center IT Security Manager (CITSM) or designee of any suspicious activities per Center security procedures. Audits, investigations, and emergency corrective actions may be initiated by the Office of Inspector General (OIG); Office of Management and Budget (OMB); Government Accounting Office (GAO); Federal Bureau of Investigation (FBI); or the Center's IT Security Manager, Chief Information Officer; Chief Counsel; Head of Human Resources, or others as directed by the DOCOTR.

26. **Stevenson-Wydler Act - Master Contract C.3.2.2 and DRD ATE-8:** The Contractor shall donate outgoing ODIN hardware for Stevenson-Wydler-type activities as follows: at least 50 percent of all out-going from the Center (i.e., a seat that has been refreshed once by ODIN) upon being refreshed a second, or more, time. ODIN-owned computer hardware shall be provided, at no cost, to eligible organizations. This activity shall be coordinated with the Government and reported in accordance with DRD ATE-8.

    The Contractor shall make equipment available for pickup at the Government facilities. The responsibility for and any cost associated with pickup or shipment to a receiving organization's location lies with the receiving organization.

27. **Americans with Disabilities Act (ADA) Seats:** The Contractor shall support systems that accommodate personnel under the Americans with Disabilities Act (ADA) (e.g., special mouse, keyboard, or voice-activated software). The Contractor shall provide and maintain future systems per direction of the DOCOTR.

28. **Computer/Electronic Accommodations Program (CAP) Support:** The Contractor shall support NASA employees in obtaining assistive technology in accordance with the Computer/Electronic Accommodations Program (CAP), a partnership between NASA and the Department of Defense (DoD). This support shall be provided at no separate cost to end users.

    The ODIN Contractor responsibilities are as follows:

    a. For users that currently have an ODIN desktop seat, the Contractor shall participate in CAP by identifying products that meet the users' needs and ensuring that they are compatible with the ODIN seat. CAP shall acquire and deliver the products to the user, or, if preferred, the ODIN vendor.
    b. The Contractor shall install and set-up the products on users' seats. This includes making software changes to accommodate the CAP products. Any hardware or software items acquired through CAP and installed on the user's seat become the new supported system baseline for that seat.

c. All CAP products are considered Government furnished property under the ODIN Delivery Order. The Contractor shall manage the CAP products in the same manner as other Government-furnished property under this Delivery Order.

d. The Contractor shall be responsible for any necessary registering of the assistive technology after it is installed in the user's seat.

e. The Contractor shall also be responsible for all maintenance and repair of the CAP products. However, this does not include replacement due to breakage or incompatibility with subsequent ODIN technology. Replacement products shall be obtained through the CAP.

f. CAP will be responsible for any needed user training.

g. For users that are not currently under a full ODIN desktop seat, the ODIN Contractor shall not be responsible for ensuring that the product is compatible with the user's existing equipment. That responsibility would fall to the user's existing system administrator. Consequently, ODIN is not responsible for installing the product or for making software modifications to accommodate the products on non-ODIN systems, but will be expected to provide their best effort to consult with the end-user prior to determining whether the products will work with the user's equipment.

29. **Electronic and Information Technology (EIT) Accessibility Standards (AKA 508 Compliance):**

This Delivery Order requires that applicable EIT can be accessed and used by people with disabilities in accordance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology Accessibility Standards (36 CFR part 1194), unless and exception under these regulations apply. All services provided under this Delivery Order shall be obtained in compliance with section 508 of the Rehabilitation Act of 1973 complying fully with the following Access Board technical and performance criteria. See the following website: http://www.access-board.gov/sec508/508standards.htm

II. GENERAL

1. **Agency Forum Participation:** The Contractor shall participate in Agency IT forums such as IT Security Working Groups, the Postmasters Working Group, the UNIX Working Group, and other working groups directly related to the services provided under the Center's Delivery Order, as necessary to fully support each center's Delivery Order.

2. **Asset Management Database:** A copy of the Delivery Order Asset Management Database shall be archived monthly, on approximately the 15th of each month, for future reconciliation purposes, and this data shall be retained for the life of the Delivery Order. The ODIN Contractor shall update the database on a real-time basis based on Government-approved changes. This database shall include all services, along with quantities and pricing for each, included in the current Delivery Order. The DOCOTR shall have network access to the Delivery Order database. Additionally, a complete set of all monthly archives shall be provided to the DOCOTR at Delivery Order completion.

3. **Asset Management Tool Availability:** The Contractor shall have the ability to assess and report assets (hardware components and software versions and releases) within 24 hours of Government request.

4. **Addition of New Seats – Master Contract A.1.18:** The Contractor shall provide new seats appropriately configured for the seat type according to the table below. For new desktop seats, the platform delivered shall meet or exceed the Contractor's appropriate baseline ranking using the Government's approved Independent Verification and Validation (IV&V) third party vendor rankings that are current at the time the new seat request notification is received.

Type	Delivery Requirement after notification by the DOCOTR or designee
Standard Seat (no augmentation)	10 working days
Standard Seat locally augmented	10 working days
Standard Seat with special order augmentation (i.e., system will be special ordered from vendor)	20 working days
UNIX Seats	45 working days

5. **Revisions to NASA Directives, Technical Standards, Procedures, or Guidelines:** For any NASA Directive, Standard, Procedure, or Guideline (e.g., NASA-STD-2804G, NASA-STD-2805G, NPR 2810.1) proposed change that the Contractor believes will have an impact to the seat costs, the Contractor shall bring forward that impact during the appropriate review period for that proposed change. The Government will not consider any request for cost adjustment after a proposed revision of a standard has been approved. The Government will provide the standards documents to the ODIN Contractor during the review process. The Contractor shall bring forward comments during the review process.

   To review directives in their entirety, see the NASA Online Directives Information System (NODIS) Library at the following URL: http://nodis3.gsfc.nasa.gov/Library/main_lib.html

6. **Infrastructure Maintenance Support Hours:** No planned infrastructure maintenance activities shall be scheduled during prime hours (6:00 a.m. - 6:00 p.m. local time on Government work days) without prior approval by the affected Center's DOCOTR, followed by notification to affected personnel at each Center. Scheduled outages during non-prime hours shall be coordinated with the specific customers, approved by the appropriate Center's DOCOTR, and followed by notification of all affected personnel at each Center.

7. **Maintenance of IUPs from the Previous Delivery Order:** For IUPs that were completed during the previous ODIN Delivery Order, the costs for any related ongoing maintenance activity shall be handled according to the following:

   ARC: N/A

   DFRC: N/A

   GRC: All costs shall be included in ODIN seat prices with the exception of the conference room upgrade, which is separately priced.

   LaRC: All costs shall be included in ODIN seat prices.

8. **Standardization Discount:** The Contractor shall provide a standardization discount of 10 percent to the monthly unit price of optional service levels when a Center standardizes on an optional service level. This discount shall apply if at least 85 percent of the seats within a platform (PC/MAC/UNIX) order the same optional service level. Credits are not subject to the standardization discount. The discount can be initiated any time during the delivery order, and discount is only applicable to optional service levels.

9. **Return to Service (RTS):** The Contractor shall implement "return to service" such that a user has access to functionally-equivalent software and hardware as prior to the failure, including Triage level 1, 2, and 3 software and Category 1 and 2 catalog items (provided valid licenses and media exist). The services for LAN Services, Shared Peripheral Service, File Service, and Desktop Conferencing on all seats shall adhere to the return to service metric subscribed in the seat's Hardware Maintenance service. Any of the above-mentioned bundled services not functioning within the seat shall define the seat in a down condition.

   Desktop RTS – Applied to desktop seats when desk-side dispatch is required due to customer error. The following activities are included, but not limited to the RTS service charge:

   - Customer moves equipment without an order and/or requires dispatch to reconnect/reconfigure (i.e., user gives his or her Laptop to another user without proper order). New user submits trouble ticket for reconfiguration.
   - Non-ODIN-supported applications
   - Issues caused by non-ODIN network connectivity
   - Repairing co-managed accounts for File Services
   - Moves, adds, changes, deletes, or scheduled refresh seats denied or user not available when technician arrives.
   - Any non-ODIN software loaded which corrupts the operating system, affects the standard software load and/or site specific overlay, or renders the hardware and/or peripherals inoperable (e.g., Hotbar, Napster, Kazaan, photographs)
   - This transaction fee does apply to seats that have not obtained a waiver, but have turned-off the management software.

   Unit of order is 1 transaction per order.

Communication Seat RTS – For physical dispatches associated with phones, networks, radio, fax, and video to cover the cost of rescheduling, tracking, reporting, and database modification. Unit of order is 1 transaction per order.

Software RTS - A physical dispatch is required due to a managed software distribution turned-off by a user and a manual software update is required. Unit of order is 1 transaction per order.

10. **Technology Implementation Plans - DRD ATE-13:** The Contractor shall provide an annual technology implementation plan, detailing schedules of technology refresh activities, DOCTOR approved infusion projects and identifying technology evaluation activities, in accordance with DRD ATE-13.

11. **Technology Issue Awareness - DRD ATE-14:** The Contractor shall provide a semi-annual technology issues report identifying areas that are in need of repair or improvement in accordance with DRD ATE-14. Problems identified shall be classified according to urgency along with a recommended plan to correct the problem, a rough cost to implement the plan, and potential impact should the item not be addressed.

12. **Performance Retainage Pool (PRP) – Master Contract A.1.8:** The PRP is 3 percent and will be awarded on a discretionary basis (i.e., all, partial, or none). Any amount not authorized for disbursal will not be carried forward, and the Delivery Order will be unilaterally modified to decrease the order dollar amount.

13. **Enterprise PRP (EPRP):** An Enterprise Performance Retainage Pool (EPRP) will be established comprised of withholding 1 percent of the sum of the monthly seat/system prices from all Delivery Order and modifications at each Code R center. The EPRP will be used by the Government to ensure successful implementation and operation on a collective Enterprise basis of the ODIN operating model at all Code R Centers. A single Enterprise determination will be made to disburse the retainage pool on an all or nothing basis. Any amount not authorized for disbursal will not be carried forward, and the Delivery Order will be unilaterally modified to decrease the order dollar amount. Determination of award shall be at the sole discretion of the Code R DOCOTR Team. If awarded, the actual disbursement of funds will come from each Center. Any funds not authorized for disbursal, will not be carried forward. The EPRP periods will be 3 months for the first two periods and every 6 months thereafter.

The following criteria will be used to determine dispersal of the retained funds:

a. The manner and degree solutions are proposed and provided uniformly across the Enterprise.
    i. The level to which opportunities for proposing/sharing/implementing best practices across the Enterprise.
    ii. Rate of progress in achieving uniformity across the Enterprise.
b. The degree of corporate responsiveness and accuracy/timeliness of corporate deliverables (e.g., ATV data, invoices, IUP work).
c. The degree to which lessons learned are applied.
d. The degree to which project planning and execution for Enterprise efforts (e.g., roll-out of Automated software solution, remote control) are implemented.
e. The maturity/stability/suitability and production readiness of deployed operational core processes, approaches and toolsets on an Enterprise basis.
f. Manner and degree to which the contractor recognizes changing technology and the needs of the Enterprise and adjusts its technology infusion plan accordingly.
g. On-schedule completion of Enterprise activities due during the evaluation period.

14. **Temporary Seats – Master Contract C.5.9.3:** The Contractor shall provide temporary seats appropriately configured for the requested seat type, including any catalog-ordered augmentation. Pricing for a temporary seat shall be based on the monthly price of a comparably configured full seat, pro-rated for the period of service requested. Durations less than 30 days, however, will be charged a minimum of 1-month seat charge however. Prior quarter systems may be used for temporary seats provided they meet the user's performance requirements. If required by the customer and approved by the DOCOTR, current Attachment R systems shall be used. Requests for 5 seats or less to be used for the same function shall be fulfilled within two business days; requests for more than 5 seats shall be fulfilled within 10 business days.

15. **Principle Period of Maintenance (PPM):** For the Critical service level, the principal period of maintenance is 24 hours a day x 7 days a week. For all other service levels, the Principle Period of Maintenance is 6:00 a.m. to 6:00 p.m. Monday through Friday, local time, on Government workdays.

16. **Priority Service - Master Contract C.5.9.4.1-2: (Not applicable to ARC) In lieu of** C.5.9.4.1-2, the Contractor shall provide priority service based on 3 percent of a running average of monthly calls placed during the Delivery Order period of performance. This 3 percent shall be included in the desktop services seat price. The need for this level of priority service will be based on the urgency expressed by the customer when they call the help desk or customer being identified through a list of priority customers. DOCOTR approval to grant the request for priority service is not required. However, approval to deny the request is required from the DOCOTR. Priority Service requests is generally available only during the PPM, however up to 0.5 percent shall be available 24 hours a day x 7 days a week.

    ARC only: ARC will utilize the priority service for all seats and services as specified in C.5.9.4.1. (Priority Service) for all occupants of Building N200 (approximately 60 people but may vary). A limited number (10 or less) of individuals at other Center locations may also be identified by the DOCOTR to receive the same level of priority service. The Dynamic Priority Service Quota (C.5.9.4.2) for Ames shall be based on a 1% running average of monthly calls placed during the Delivery Order period of performance. DOCOTR approval to grant the request for priority service is not required. However, approval to deny the request is required from the DOCOTR. Priority Service requests is generally available only during the PPM, however up to 0.5 percent shall be available 24 hours a day x 7 days a week.

17. **Infrastructure to Support New Users: (Not Applicable to ARC and DFRC)** For this Delivery Order there are two measures that are used to define the requirements: "Capability" and "Capacity". For the purposes of this requirement, infrastructure is defined as "the active and passive components used to transfer information between two points." Infrastructure includes, but is not limited to, cable plant, premise wiring, phone switch, routers, hubs, concentrators, ethernet switches, and antennae.

    The Government is responsible for providing the **capability** while the ODIN Contractor is responsible for ensuring the **capacity** to meet the seat requirements.

For this Delivery Order, the terms "capability" and "capacity" are defined as follows:

a. Capability is the state of being able to provide an ODIN service such as a network or telephone.

b. Capacity refers to the volume of a particular service that can be provided by the capability that is in place.

c. If a capability exists within a facility, the Contractor is responsible for expanding the capacity to fulfill associated seat requirements, up to the maximum capability that is in place. If the infrastructure has reached maximum capacity or if the requirement cannot be handled by reconfiguration of existing equipment, the Government is responsible for augmenting the infrastructure to provide the capability necessary to provide additional service.

18. **Workstation Quality Assurance:** Whenever a seat is repaired, replaced, or refreshed, the Contractor shall ensure that all functionality of the seat, including all hardware, all software, and all externally attached devices, is operating properly in cases where such hardware, software, and externally attached devices are fully compatible with the repaired, replaced, or refreshed seat. The Contractor shall include the cost of this responsibility in the seat cost. The following are clarifications of this requirement:

a. If requested by the Government, during hardware refresh, the Contractor shall, in cases where the internal/external component is fully compatible with the new seat, reinstall the existing Government-owned external and internal devices, including monitors, to the user's seat in order to maintain existing functionality. This reinstallation shall not be counted in the Center's allocation of move/add/changes. If the Contractor cannot reasonably reinstall the component, due to incompatibilities, and the user still requires the service, it is the user's responsibility to provide the ODIN contractor with the compatible hardware and/or software.
b. The Contractor shall be responsible for ODIN outages (i.e., non-triage 3 situations) and ensure that seats are restored to the same working functionality that existed before the repair, replacement, or refreshment was executed. The execution of a return to service condition or technology refreshment, initiated by the Contractor, shall result in the same functionality of the seat.
c. To the maximum extent possible, user data, preferences, and settings shall be restored and transferred by the Contractor to be repaired, replaced, or refreshed seat.

19. **Moves, Adds, Changes (M/A/C) Definition – Master Contract E.3.1.8 and DRD ATE-9:**

In addition to the requirements in Master Contract Section E.3.1.8, Moves, Adds, Changes (M/A/C), the following definitions apply:

a. A move is defined as de-installation, move or re-installation of system hardware, including telephones requiring a physical dispatch of a technician or analyst.
b. Virtual moves do not count in computing the total number of moves included in the service levels. A virtual move is one that does NOT require a physical dispatch of a technician or analyst.
c. Moves are aggregated by service, for example, average of one move per year for each "seat" type in each of these categories: desktop, server, and communications services.
d. If applicable, wiring needed to provide connectivity to a seat is included in the seat price provided the basic infrastructure is in place to support it. If the basic infrastructure is not in place, then the service level goes down to the level the infrastructure can support.

20. **Consumables – Master Contract A.1.33:**

a. For this Delivery Order, consumables are defined as:
   i. Paper
   ii. Desktop Removable Media (such as CD, DVD, floppy disks, zip disks)
   iii. Toner or print cartridges
   iv. Spare batteries from a third party source (such as for laptops and administrative radios).
b. Unless otherwise specified in this Delivery Order, the ODIN Contractor is not required to provide the above listed consumables in accordance with ODIN Master Contract A.1.33.
c. Except for paper and floppy disks, the Contractor shall make consumables available in the ODIN catalog.
d. The loss of the use of services purchased under the ODIN contract, due to lack of paper, print cartridge, or other consumable as defined by this Delivery Order, shall not be considered the Contractor's responsibility.
e. The inability of the device to function as intended due to the failure of other internal components is the Contractor's responsibility. For example, the loss of a laptop computer's portability due to the inability of the battery to hold a charge would be the Contractor's responsibility.
f. For this Delivery Order, all rechargeable batteries provided with any seat or catalog order are not considered consumables (e.g., laptops, PDAs, PCells).

21. **Support of Agency Initiatives:** As NASA continues to evolve its Agency initiatives (e.g., ePresence, Enterprise Architecture, NASA Account Management System, Cyber Identity Management System, Smartcard), the Contractor shall remain cognizant of and committed to these requirements, advising the Government of any conflicts with the proposed initiatives that are directly related to the services provided under this Delivery Order.

22. **Support for Special Events – Master Contract C.5.9.4.1:** The Contractor shall provide support within the scope of services provided for Center special events (e.g., Open House) as identified by the DOCOTR or designee. The Contractor shall provide help desk support such that trouble tickets for these events are automatically handled with the Priority Service as defined in Master Contract section C.5.9.4.1. The support for Special Events shall not be counted against the priority service percentages.

23. **Support for Remote Users at Contractor-Supported Centers – Master Contract C.5.9.5:** In addition to the requirements in Master Contract C.5.9.5, the Contractor shall provide local maintenance/help desk support for Code R travelers' seats or supported items while the traveler is at any Contractor-supported Center. This support shall be consistent with the service level that the user is entitled to at their primary Center.

24. **Infrastructure Support:** All ODIN-supported hardware and software that are part of the institutional IT environment related to desktop and network services shall have applicable software technology refreshment within 1 year after vendor release. This shall include operating systems, services software, and all other associated supporting software.

The institutional IT environment is defined as all ODIN-managed components, (excluding client desktops), hardware and software required to deliver ODIN seats and services to the end user.

All ODIN-supported hardware and software that is part of the institutional (i.e., infrastructure and back office support) IT environment (e.g., network cable plant components, servers) shall have applicable hardware maintenance, system software maintenance, application software maintenance and/or return to service within 2 contiguous hours during prime hours (6:00 a.m. – 6:00 p.m. local time on Government work days, Monday – Friday) and within 6 hours (for LaRC,

within 4 hours) for all other times. Trouble calls may be placed on institutional components at any time by any individual (24 hours a day x 7 days a week). Unless waived by the DOCOTR, all users of the component shall be considered in a "down" state from the time of the failure, regardless of how the problem was reported or detected by the Contractor. In addition, all institutional servers shall have data backup/restoration and software tech refresh services at the "regular" service level.

If software refreshment requires upgrading hardware, the Contractor shall provide the necessary hardware components.

25. **Training:** The Contractor shall offer ODIN Model and Services training to those who have not been exposed to ODIN, such as temporary staff or new employees. This training shall be provided using at least two methods:

    a. Information shall be provided on a continuous basis to all Center employees on the ODIN web page about ODIN and the services it provides.
    b. Instructor-led training shall be provided in a Government-provided training center. Classes shall be available quarterly at no additional cost to the Government.

26. **Documentation:** The Contractor shall completely and accurately record all work performed under the ODIN contract. At a minimum, these records shall contain detailed technical information on the design, installation, maintenance, operation, augmentation, and decommissioning of services. The Contractor shall maintain physical and logical drawings of all systems under the scope of ODIN including major components (e.g., servers, storage devices, switches, routers, hubs, concentrators, repeaters, bridges, media converters) that typically make up the institutional center IT infrastructure. All records shall be in a mutually agreeable format between the Government and the Contractor, and shall be available to the Government.

    Physical installations shall be recorded on as-built drawings. The as-built drawings shall identify, at a minimum, the locations of devices, inside and outside cable runs, cable terminations, pair assignments, device and cable types/manufacturers, and labeling conventions for cable, media, devices, patch panels. The Contractor shall give particular attention to concealed work that would be difficult to record at a later date such as cable runs through the Center's manhole system. The Contractor shall coordinate the creation/revision of these drawings with other pertinent Center organizations (e.g., facilities) and contractors as appropriate and/or directed by the DOCOTR.

    For each service, the record shall have the information required to allow one to understand and/or operate the service. All documents created and/or revised by the ODIN contractor shall be consistent with existing Center documents and tools.

    The Contractor shall maintain an up-to-date master table of contents of all drawings under their control, which shall be made available to the Government in an electronic, searchable form. The Contractor shall also maintain electronic and hardcopies of the latest version of each drawing on file for inspection by the Government at any time. At a minimum, for each drawing table of contents shall contain the title or description, service location (e.g., Building/Room), creation and/or revision date, format (e.g., blueprint), and drawing archival location. All documentation shall be the property of the government.

    Additional LaRC requirements: The Contractor shall update the LaRC GIS database with locations and jack numbers of all jacks installed or modified during this Delivery Order. Jack numbers shall be linked to the ODIN database.

III. DESKTOP

1. **Local Peripherals:** Maintenance for existing Government-owned local peripherals (e.g., attached printers, scanners, external hard-drives) shall be accomplished through sign-up of the peripherals as MA seats and their pricing shall be calculated as a percentage of the Gross Asset Value (GAV).

2. **Platform Performance Specifications – Master Contract Table N.2.1:** The following table defines the minimum performance levels that must be met or exceeded for each desktop platform. These replace the values in Master Contract Table N.2.1 and define the baseline for platform performance during the duration of the Delivery Order.

SEAT	PC IV&V %	MAC IV&V %	Unix %**
GP Desktop	85.0	85.0	
GP Laptop	85.0	85.0	
SE Workstation			
PC/Mac High Level – Dual Capable	90.0*	90.0*	
SE1-UNIX			35.0**
SE2-UNIX			55.0**
SE3-UNIX			85.0**

* when rated with two processors on the NASA Third-Party IV&V vendor's workstation scale

** based upon SPECMark Consortium

It is recognized by NASA that the Apple Macintosh and PC lines of computers may not always meet all of the desktop/lap specifications, which are largely PC-based. The Contractor shall propose the closest fit for purposes of meeting the quarterly requirement to provide current equipment for refresh, identifying deviations and requesting a waiver from the Government. The DOCOTR will make the final determination for purposes of approving the quarterly equipment proposal.

3. **Certified Platform Offerings:** For this Delivery Order, the Contractor shall obtain Independent Verification and Validation (IV&V) certification of its Attachment R (reference Master Contract), updated as appropriate with-certified platform offerings consistent with the Delivery Order's platform performance requirements.

The Contractor shall submit quarterly updates to its revised Attachment R within 20 business days of issuance of new quarterly benchmarks or as directed by the Agency Attachment R Change Process. Each submission of the revised Attachment R shall include certification. In accordance with the ODIN Master Contract, any equipment proposed for technology refreshment shall be tested and certified to meet or exceed the performance specifications in Attachment R, Technology Refreshment Baseline. All desktop/laptop/workstation hardware delivered shall, at the time of installation, meet or exceed all of the specifications of the current Attachment R unless waived by the DOCOTR.

4. **Technology Refreshment (Hardware) – Master Contract C.7:**

At the time of technology refresh, if a system has added desktop hardware components that were not part of the initial baseline configuration or that exceed the comparable components of the new hardware being offered, the Contractor shall use best effort to reuse those additional components in the refresh box. These components shall only be used if compatible with the new system and if requested by the user.

Unless waived by the DOCOTR, the Contractor shall not reduce, as compared to the previous version, the size or speed of any Attachment R system configuration item of the purchased ODIN desktop seat (i.e., each succeeding revision shall be of equal or greater than the last). When portable computers are refreshed they must be replaced with machines of similar functionality with current technology and units of equal to or better physical size and weight.

"Waterfall" hardware shall not be used to satisfy new seat requirements or refreshed seat requirements, unless waived by the DOCOTR.

Hardware refresh shall be done via mass refresh installations scheduled over a 3-month period of time (i.e., July through September) each year based on the April Attachment R as long as the minimum seat performance level exceeds the current quarter performance ratings.

At the time of refresh, user data shall be maintained for a minimum of 7 days to ensure that all user data has been transferred successfully.

5. **X.500 Directory Service: (Not Applicable at ARC)** The Contractor shall provide support, operation, and maintenance for the Center's X.500 Directory Service infrastructure in accordance with the current version of NASA-STD-2807 (The NASA Directory Service - Architecture, Standards, and Products). At a minimum, the Contractor shall update the Center's X.500 directory daily. Upon request by the DOCOTR or designee, the Contractor shall perform additional updates as required. The Contractor shall perform daily backup and provide the capability to restore all data (e.g., digital certificates). The Contractor shall make the X.500 data electronically available to DOCOTR or designee upon request.

At DFRC, the Contractor shall perform data entry and maintenance of information in the NASA Dryden Personnel Directory System (NDPDS).

6. **Domain Name Service (DNS): (Not Applicable to ARC and DFRC)** As part of ODIN network services, the ODIN Contractor shall maintain central domain name service (DNS) for the network that is compatible with current network naming and addressing scheme and provides the most efficient routing of traffic.

7. **LAN Services – Master Contract E.3.1.9:** The desktop LAN service levels are revised from Master Contract E.3.1.9 to read as follows:
   a. Regular: 10/100MBPS
   b. Fast: 1GPBS
   c. Huge: 10GPBS

8. **Desktop File Services – Master Contract E.3.1.15:** The amount of server file space per user associated with the file services service levels is: None = 0 MB; Basic = 200 MB; Regular = 500 MB; and Enhanced = 1GB. (**Not applicable at ARC or LaRC -** The Contractor does not need to implement the necessary infrastructure to support this service.)

9. **Laptop Loaner Pool Services:** The Contractor shall provide, at a minimum, the following services for ODIN seats that include the Laptop Loaner Pool option:
   a. Maintain Center standard load
   b. Maintain any organization-specific software configurations (including software in addition to the standard load that the organization has ordered through the catalog for the specific seat)
   c. Battery recharge and/or exchange
   d. Remote access setup and guidance including required remote access scripts for individual users at a given Center
   e. Data transfer support (moving data from a server to the laptop or vice versa)
   f. Remove user data from laptop
   g. Provide any rudimentary user training as needed when the laptop is picked up by the user
   h. Ensure proper Government approvals have been obtained
   i. Set up standing (long-term) loan arrangements to accommodate specific customer organizations
   j. Laptops shall be provided to customers within 1 business day of request, unless the customer agrees to different arrangements
   k. Maintain loan records
   l. Provide travel case

   The Laptop Loaner Pool services shall be provided at a Contractor-defined location on-site

10. **Installation of Triage 2 Software:** Individual customer requests for an initial load of, or upgrade to, a triage 2 software component shall be completed on full seats within 2 working days or as negotiated with the DOCOTR. Such installations shall not count against the Moves/Adds/ Changes quantity.

11. **System Software Maintenance and ODIN Application Software Maintenance - Master Contract E.3.1.4 and E.3.1.5**: The Master Contract requirements are supplemented with the following:

    Mitigation and Remediation Actions: Software updates, patches, and configuration changes needed for mitigation or remediation of security exposures, vulnerabilities, or application problems will be identified and communicated to the Contractor by the DOCOTR or designee(s). Expedited and critical actions are defined as a CIO-declared mission-critical situation where a work stoppage exists or major security vulnerability. Mitigation and remediation activities shall not be counted against the Moves/Adds/Changes quantity. Based on the alert, urgency, or severity level indicated by the DOCOTR or designee(s), the Contractor shall incorporate the required software update/patches/configuration changes into the Center standard load for both new and already deployed systems in accordance with the times specified in the following matrix:

Level / Timeframe	Expedited	Critical	High	Medium/Low
Time to mitigate	4* contiguous hours	1 business day	5 business days	10 business days
Time to implement permanent remediation	24* contiguous hours	2 business days	10 business days	15 business days

*or as negotiated with the DOCOTR

The Contractor shall also make security and software patches available for download and application by non-ODIN computers. **(This last sentence is not applicable to ARC.)**

12. **Technology Refreshment (Software) - Master Contract E.3.1.7:** Master Contract requirements are supplemented with the following:

    a. Software refresh of standard application software suite products shall be completed for all full seats within 90 calendar days of the first seat being upgraded with the software refresh.
    b. If a Government hold has been issued for refreshment of a standard application software suite product, software technology refresh shall be completed no later than the original scheduled completion date plus the number of days the Government hold was in place for all full seats.
    c. A new product added to the standard application software suite shall be fully deployed on all full seats within 90 calendar days of Delivery Order mod execution.

    Until Software Push capability is in place, the Contractor shall deploy software refreshes within 120 calendar days of the first seat being software refreshed. Exceptions will be negotiated on a case-by-case basis with the DOCOTR.

13. **Windows OS XP and Mac OS X Minimum Hardware Requirements: (Applicable to DFRC and GRC)** Any ODIN full seat with less than 256MB shall be upgraded to at least 256Mb as part of the Software Refresh process when upgrading to Windows XP or OS X.

    ARC Only: The minimum hardware requirements for Windows XP and OS X shall be 512Mb. Any ODIN full seat with less than 512MB shall be upgraded to 512MB as part of the Software Refresh process when upgrading to Windows XP or OS X.

    LaRC Only: Any ODIN full seat with less than 512MB shall be upgraded to 512MB as part of the Software Refresh process when the Contractor upgrades them to Windows XP or Mac OS X.

14. **Mac OS X Applications:** For full ODIN systems, the Contractor shall provide Standard Application Software Suite or Common Enterprise Image applications in Native OS X (or subsequent) versions where they are available from vendors so that Macintoshes do not have to revert to Classic Mode unless no Native version exists.

15. **Triage Support for ODIN and Non-ODIN Components - Master Contract C.5.5 and DRD ATE-11**: Master Contract Requirements are supplemented with the following:

    a. Within 45 calendar days of being made available to the Contractor by written notification from the DOCOTR, updated releases of Triage 1 and 2 software shall be fully deployed to all required desktops.
    b. Within 90 calendar days of Delivery Order mod execution that adds new triage 1 or 2 software, the software shall be fully deployed to all required desktops.
    c. Installation or upgrade of triage 1 or 2 software shall not be counted against the Moves/Adds/Changes quantity.
    d. Upon start of a deployment or upgrade effort for a triage 1 or 2 component, weekly progress reports shall be delivered, in accordance with DRD ATE-11.

16. **Automated Software Push:** An automated software push distribution solution shall be fully implemented for full ODIN seats at each of the Code R centers within 9 months after the effective Delivery Order date.

17. **Remote Control/Seat Management:** A remote control solution shall be fully implemented at all Code R centers within 9 months after the effective Delivery Order date. No remote seat management shall be performed without the use of Center-provided or Center-approved session security products, and remote management of desktop seats and servers shall be performed by the Contractor in accordance with Center IT security policy. Implementation of remote access requires coordination with the Center IT Security Manager to ensure the firewall rule set is configured to allow such access. On an exception basis because of the presence of sensitive data or other factors, remote control and/or maintenance of desktop systems and software may not be allowable or possible on certain systems.

18. **Installation of User-Requested Software and Hardware:** Future Center IT Security policy may restrict customer privileges for installing, configuring, and uninstalling non-standard software, hardware, and peripherals. The Contractor shall, upon customer request and subject to Center policy, either perform the requested action or temporarily adjust the customer's privileges to allow them to complete that requested action on their own. The Contractor shall respond to the customer request within 8 business hours. The Contractor may use Remote Control technology to address this requirement.

19. **Session Security Requirements:** The Contractor shall use Center-provided security products if they are appropriate for the type of session security required. If Center-provided products are not applicable or appropriate for the type of security needed, the ODIN Contractor shall use only Center-approved products or technologies incorporating strong authentication and encryption. At present, NASA utilizes the Entrust product to help meet its IT Security needs. Other security products are likely to be acquired in the future.

20. **Seat and Service Model Variations - Master Contract Section E and Attachments 3 and 4:** In order to meet unique Code R requirements, variances to and clarifications of Master Contract Section E, the ODIN Desktop Service Model are documented in Attachments 3 and 4.

21. **Backup and Restore Service – Master Contract E.3.1.16:** The Contractor shall provide the necessary infrastructure, client applications, and server support to provide center-wide backup and restore for desktops' local disks storage at the subscribed service level. Backups shall be performed in a Center-approved manner so as to not compromise network performance. Additionally, per the Master Contract, this service shall provide the capability to restore files and directories within 4 work hours of request for files and directories changed more than 1 day before and no older than 30 days, unless waived by the DOCOTR.

    The ODIN Contractor shall be responsible for configuring systems so that all user data (e.g., email downloads, email attachments, user files, user preferences, user settings, and third-party applications) are stored in the "My Documents" folder or equivalent Mac folder.

    For basic and regular service levels, the ODIN Contractor shall be responsible for providing on-going training and outreach so that customers will place user.data in the "My Documents" folder. Additionally the ODIN Contractor shall provide outreach to educate the users about their current back-up subscription level and to inform them of other service level options that are available.

    The ODIN Contractor shall provide Center-wide backup and restore at the subscribed service level for all ODIN supported seats. In accordance with the subscribed service level for each seat, the ODIN Contractor shall perform a full backup of all files (i.e., non-incremental) on each supported seat once each month. At least once semi-annually, the ODIN Contractor shall verify that a restore using the previously obtained backup media, can be successfully executed that both accurately represents the most recent file residency and can be restored within the required timeframe. The verification process should be performed in a test environment using at least 5 randomly selected seats.

    The first occurrence during each billing month that there is a failure to restore a file within the subscribed service level time requirement for a seat shall result in a credit to the Government in the amount of the full cost of the affected seat. A subsequent failure to restore a file for any seat during the same month shall result in a credit to the Government for the cost of the backup/restore service level for all seats subscribed to ODIN backup/restore service during the month. Beginning in the second PRP period of this Delivery Order, a third failure during the same billing month will result in the loss of full PRP for the applicable PRP period.

    Additionally, the backup system shall provide the customer with a notification of whether or not their last scheduled backup was run completely and successfully, instructing them to contact the Help Desk if it did not. The Contractor shall also provide a mechanism for a customer to use at any time to determine when their last successful backup occurred.

    If lost, corrupted, or erased data or files cannot be restored due a failure of the backup system, the Contractor shall be responsible and shall pay all costs to recover the data or files from the hard drive using a commercial recovery service.

22. **Printer Infrastructure:** The Contractor shall discuss any plans to move any existing networked printers with the DOCOTR in order to provide an opportunity for the Government to appropriately adjust subscription service levels. Government requests to move ODIN networked printers will be accomplished by utilizing a desktop M/A/C.

23. **Smaller Footprint Printer:** Subject to agreement of the customer(s) using the printer and approved by the DOCOTR, ODIN shall provide an alternative smaller printer of equal or lesser cost in the following cases:

    a. For a customer who subscribes to critical print service and requires a dedicated printer;
    b. For customers signed up for shared peripheral print services whose collective print volume is very low or if the "footprint" of the usual printer is too large for the office/facility environment.

    The alternate smaller printers are not required to meet the minimum page-per-minute requirements of the Master Contract, but the speed of the substituted printer will be a consideration in the DOCOTR's concurrence for substitution. If the customer is dissatisfied with the performance of the smaller printer, ODIN shall replace, at no additional cost to the Government, the smaller printer with the larger printer.

24. **Retention of Replaced Hard Drives:** When an internal or external hard drive is not repairable and cannot be verified as properly sanitized, whether the associated CPU is owned by the Government or by the Contractor, the unrepairable hard drive shall become the property of the Government and shall be physically turned over to the DOCOTR's designee. Any costs incurred by the Contractor because unrepairable drives need to go to the Government rather than to the manufacturer/supplier shall be specified separately on monthly invoices.

25. **Monitor Standard:** The Code R color monitor standard size is a 17" viewable flat panel color LCD display with minimum screen resolution 1280x1024 at 60 Hz and minimum viewing angle of 160 degrees. Larger or smaller screen options selected via the Desktop Monitor Service Level shall have the same minimum specifications with the exception of the viewable screen size, which is dependent of the service level selected. Flat panel monitors equal to or greater than 20" shall support a minimum screen resolution of 1600x1200 at 60 Hz.

26. **Desktop Monitor Service Level – Master Contract E.3.1:** The following requirement adds five monitor service levels for desktops/workstations and supplements the services.

    Monitor Service Level Description:

Service Levels	Typical Service Characteristic
None	Government-Owned or purchased from the ODIN Catalog
Basic	Two inch viewable size smaller than the Standard ODIN-provided monitor; flat panel monitor shall be provided
Regular	Standard ODIN-provided Monitor
Enhanced	One inch viewable size larger than the Standard ODIN-provided monitor; flat panel monitor shall be provided
Premium	Two inch viewable size larger than the Standard ODIN-provided monitor; flat panel monitor shall be provided
Critical	Four inch viewable size larger than the Standard ODIN-provided monitor; flat panel monitor shall be provided

27. **Common Enterprise Image (CEI) – Attachment 5:** The Contractor shall maintain a CEI as defined in Attachment 5 on all ODIN computer systems. In addition, each Center's standard overlay with Center-specific software that shall be installed on all ODIN computer systems is also defined in Attachment 5.

28. **ODIN Standard Application and Triage Software – Attachment 5:**
For any product on the ODIN Standard Application Software Suite list in Attachment 5, the Contractor shall provide the following services within the basic seat cost (i.e., does not require any additional purchases off the CSCC or elsewhere):
    a. Product purchase
    b. Installation and integration
    c. Full help desk support including knowledgeable technical user consultation
    d. Accessible by all "full support" (GP/SE) seats
    e. Maintenance and refreshment according to the subscribed service levels
    f. Version and Release upgrades, including installation

    For any product on the Triage Level 1 list in Attachment 5, the Contractor shall provide the following services within the basic seat cost (i.e., does not require any additional purchases off the CSCC or elsewhere):
    a. Installation and integration
    b. Full help desk support including knowledgeable technical user consultation
    c. Accessible by all "full support" (GP/SE) seats for any seat that a license is provided

    For any product on the Triage Level 2 list in Attachment 5, the Contractor shall provide the following services within the basic seat cost (i.e., Does not require any additional purchases off the CSCC or elsewhere):
    a. Installation and integration
    b. Trouble ticket management and redirection to non-ODIN service provider for problem resolution
    c. Accessible by all "full support" (GP/SE) seats for any seat that a license is provided

    During technology refresh, the Contractor shall make a best effort to reinstall Triage Level 3 software. No additional purchases (i.e., catalog or other, are required for these services).

29. **Back Office Support: (Not Applicable at ARC and DFRC)** The following components shall be included as part of what is defined as "back office" products and services: central calendar, e-mail service, network time service, directory service, network name/address resolution, central Network File System (NFS) namespace, username, and central MS Windows domain. The Contractor shall include back office support as part of the NAD service. Additionally, all NADS shall receive the same anti-virus protection (client and server) provided to full ODIN seats. The ODIN help desk shall provide users assistance for e-mail, Internet browsing, and calendaring to all ODIN seats in accordance with the Center required supported software. The Government will purchase all licenses for NADS. The Contractor shall make the software available to NAD users.

    At GRC, the following services are additional Back Office components: web service, viruswall, newsreader, and any network centric service (NASA-wide and center-based.)

30. **Baseline Hardware Standards – Attachment 2:** All new/replaced/refreshed desktop seats shall contain at least the Code R core hardware components as defined in Attachment 2, and shall meet or exceed NASA-STD-2805G Minimum Hardware Standards.

31. **Docking/Combo Services for Laptop Seats – Master Contract E.3.1:** This service level is added to the service levels identified in Desktop Service Level Definitions of the Master Contract Section E.3.1. The docking/combo service level is defined as follows:

Docking/Combo Services:
Service Description: Provides all services required to provide Docking/Combo service and network (LAN) access from a docking station. The Contractor shall meet or exceed the requirements specified in Attachment 2, Minimum Hardware Requirements.

Service Levels	Typical Service Characteristic
No Docking/Combo Service	No Docking/Combo Service provided.
Docking/Combo Service	Docking/Combo Service provided

32. **Hardware and Software Delivery Requirements for Seats without Minimum Performance Specifications – Master Contract Table N.2.1:** For any seat (e.g., server, thin client, PDA) identified within this Delivery Order that does not have minimum performance specification requirements, but does have technical delivery requirements specified within this Delivery Order, the Contractor shall submit to the DOCOTR or designee the specifications for the new hardware and software that the Contractor proposes to provide for the seats.

The Contractor shall submit the specifications with the Attachment R schedule. The Contractor shall not deliver any previous authorized hardware or software past the beginning of the new Attachment R quarter without written DOCOTR concurrence.

33. **Integrated Financial Management Program (IFMP) Support:** The Contractor shall coordinate with the Center's IFMP IT POC to provide IFMP application support as defined below:

a. The ODIN Contractor shall test and integrate the IFMP software into the ODIN desktop environment.

b. The ODIN Contractor shall support pre-deployment activities associated with integration of IFMP into the ODIN desktop environment through:

(1) Participation in kickoff, planning and project meetings and workshops as appropriate
(2) Participation in unit or system tests as appropriate
(3) Assistance in the installation of development or project related software (e.g., Lotus Notes client, VISIO)
(4) Modification of ODIN supported services (e.g., printer queue support, port definition)

c. The ODIN Contractor shall test, validate, and deploy new IFMP modules/components to accomplish module rollout to identified ODIN-supported desktops in accordance with official Center schedules and milestones.

d. The ODIN Contractor shall install and make operational specific versions of core software as specified in IFMP Desktop Requirements Document for supported seats.

e. The Contractor shall update the user's baseline seat configuration to include appropriate IFMP software.

f. IFMP Client and Web Service:

The ODIN Contractor shall provide the following:

(1) Installation and support of the specific version of core software as specified in IFMP Desktop Requirements Document.

(2) Perform help desk function for IFMP related calls in accordance with subscribed service levels.
(i) Perform help desk function for IFMP related calls as Triage Level 2.
(ii) Assist Marshall Space Flight Center (MSFC) Competency Center to:
(A) Ensure appropriate IFMP printer queues are assigned and functioning
(B) Resolve trouble situations.

g. The ODIN Contractor shall attend and support meetings with IFMP support staff as requested by the ODIN DOCOTR or designee.

34. **GP0 Thin Client Desktop Seat**: The Contractor shall provide a GP0 seat based on stateless, diskless, thin-client technology. The following requirements apply:

a. Application functionality equivalent to that of a GP seat, including Back Office services (e.g., e-mail, directory, network time, central authentication), shall be provided as part of the bundled seat cost. **(Back Office Services Not Applicable to ARC.)**

b. Backend servers shall provide application support for not more than 50 concurrent users per CPU. If the Government determines this performance level needs to be enhanced, an Infrastructure Upgrade Proposal (IUP) will be used to augment the backend server farm.

c. The GP0 seat shall provide the same service levels as the GP desktop seat, with the exception that Hardware Refresh shall be 6 years.

d. The GP0 seat monitor shall meet the same minimum configuration, functional, and performance requirements as the GP seat at the point of installation or refresh.

e. The GP0 seat shall provide a local Citrix ICA local client application. Software refresh metrics apply to the local ICA Client, including minor revisions.

f. The GP0 seat shall provide a USB based removable storage device of capacity not less than that specified in NASA-STD-2805G.

NOTE: Back Office services necessary for supporting GP0 applications are not included in the 50 concurrent user performance specifications.

35. **USB-Based Removable Storage Devices**: To the extent that the NASA-STD-2805G specifies USB-based storage devices, the Contractor shall provide one USB-based removable storage device per desktop or laptop seat at time of refresh. If the device should fail, the Contractor shall replace the failed device. If the device is lost, stolen, or otherwise damaged, then it is the Government's responsibility to replace the device.

36. **SERV1 SEAT**:

Functionality: Provides dedicated server within the ODIN infrastructure to communicate information and support to local organizations. This includes the hardware, hardware support, network connection, operating system software, operating system software support, and necessary infrastructure to support applications development and production environments. The primary SERV1 customer will not host development and production applications on the same SERV1 seat. Servers will be subject to the same availability and security requirements as the ODIN infrastructure and back office support servers.

ODIN will provide server software licenses for the operating system and other components of the

SERV1 seat standard load. Client Access Licenses (CALs) for full ODIN seats are provided by ODIN. CALs for non-ODIN seats are the responsibility of the primary SERV1 customer, however, they may be purchased through the ODIN Catalog

Regular server system administration (e.g., network security monitoring and management; performance monitoring and optimization; problem tracking and error detection; capacity planning, configuration management; and user support) will be performed by the Contractor. An ODIN Systems Administrator will perform all Operating System upgrades and apply needed patches (e.g., Service Packs) to the Operating System. These activities will be coordinated with the primary SERV1 customer. Server backups will be the responsibility of the Contractor. The primary SERV1 customer will be responsible for the acquisition, installation, and configuration of all application software and all client access licenses for these applications. Software may be ordered through the ODIN catalog. The Contractor shall provide local account management rights to the primary SERV1 customer and an Alternative Point of Contact (POC/ALT) to allow server access, with all permissions necessary to perform the tasks above. Availability metrics shall not be adversely impacted due to issues caused by the installation of software by parties other than ODIN.

For the Enhanced level of server system administration, the Contractor shall provide full security and administration (not including maintenance/troubleshooting) of all applications and directories. The Contractor shall install and configure application software on the SERV1 seat. The primary SERV1 customer will acquire and provide all application software, including client access licenses for application, and will provide instructions for configuration, lists of authorized users, and all other information that the Contractor needs to administer the applications. Software may be ordered through the ODIN catalog. Availability metrics shall not be adversely impacted due to issues caused by the installation of software by parties other than ODIN.

The Contractor shall provide hardware technology refresh of the SERV1 server platform for each seat on a 3-year basis as standard. Early refresh may be ordered through the catalog, and may be individually specified/priced per seat. In the case that the approved SERV1 configuration does not meet the user's requirements, the user may augment the SERV1 platform via the catalog.

SERV1 customers may request use of Government-owned servers that are "true server platforms." ODIN and the DOCOTR will evaluate the hardware and operating system and disposition the request.

The following services are added as new/customized server services, as variations to Master Contract Section E.3.2 SERVER SERVICE LEVEL DEFINITION. The applicable service levels are given for each service description.

a. **PLATFORM ARCHITECTURE:** Provides platform architecture that includes a dedicated server with specified operating system.

Service Levels	Typical Service Characteristic
None	Customer Provided Hardware
Windows / Macintosh	A dedicated server with Center-specified Windows or Macintosh server operating system
UNIX	A dedicated server with Center-specified UNIX operating system

b. **SERV1 PERFORMANCE DELIVERY SERVICE LEVELS:** The typical service characteristics defined for the performance delivery service of the SERV1 Server Seat are given in the following table.

Service Levels	Typical Service Characteristic
Regular	Single processor dedicated server with 1 GB memory
Premium	Dual processor dedicated server with 2 GB memory
Enhanced	Quad processor dedicated server with 4 GB memory for Windows, and 8 GB memory for UNIX

c. **SECURITY FEATURES:** Provides additional security features above and beyond those required in Master Contract Section C.8 in support of server seat requirements.

Service Levels	Typical Service Characteristic
None	No additional security features
Regular	Install and maintain secure transmission across the network (e.g., SSL, IPSec). All secure certificates shall be coordinated and approved by the Center IT Security Manager or designee.
Enhanced	Provide both secure certificates & data encryption on the local server seat volume/partition. If primary keys are required, the primary SERV1 customer shall provide them.

d. **SERVER LOCATION:** Provides physical location and associated connectivity for the server.

Service Levels	Typical Service Characteristic
Regular	Central ODIN Managed Site. Server is located in ODIN managed facility with other ODIN managed servers.
Enhanced	Customer Onsite Location. Server will be located at Customer's onsite location. Power (including UPS) and physical security comparable to that provided in the ODIN maintained site are customer responsibilities. Hardware will be secured in such a manner as to ensure physical integrity of the system. System unavailability related to the remote location or non-ODIN administration actions are excluded from ODIN metrics. Location must be capable of supporting appropriate 100 Mb network access. In any location that is not, performance metrics related to the network shall not be adversely impacted. Moves, adds, changes will be performed in accordance with Master Contract Section E.3.1.8.

e. **SERV1 SYSTEM ADMINISTRATION:** Provides system administration services on ODIN SERV1 server seats. System administration requests shall be completed by close of next business day.

Service Levels	Typical Service Characteristic
Regular	Shared Control. ODIN provides basic network security (network security monitoring and management, performance monitoring, and optimization); problem tracking and error detection; account management; configuration management; and user support. ODIN provides the user the ability to administer local directories and resident applications.
Enhanced	ODIN Full Control. ODIN provides full security and administration (not including maintenance/troubleshooting) of all applications and directories. ODIN installs and configures application software on the SERV1 seat, using customer provided licenses, instructions, lists of authorized users, and other information.

f. **SERV1 HARDWARE TECHNOLOGY REFRESHMENT:** Provides for periodic refreshment of system hardware and required peripherals to more effectively and efficiently perform the objectives of the relevant ODIN seat type. Includes refreshment of operating system up to current Center-standard, unless the user applications are incompatible.

Service Levels	Typical Service Characteristic
Basic	Refreshment at least every 5 years.
Enhanced	Refreshment at least every 3 years.

NOTE: The service descriptions and service levels for SERV1 seat Maintenance, Storage Volume, and Data Backup and Restoration are in the Master Contract Section E.3.2 SERVER SERVICE LEVEL DEFINITION.

37. **SOFTWARE ELIGIBLE FOR HOME USE:** The Contractor shall provide, upon request by any ODIN desktop seat customer, current Center defined software that is designated below as "available for home use." This includes providing software updates when they are supported by the requesting Code R center. Software shall be provided to the user within 2 workdays of the request. The Contractor shall also develop detailed instructions for home installation and provide a software distribution mechanism. The cost for meeting this requirement shall be included in the standard desktop seat price.

Center	Software
ARC	None
DFRC	None
GRC	NAV, firewall, VPN
LaRC	NAV

38. **Computer Seat Type Changes:** Computer seat type changes shall be supported in one of three ways:

    a. Concurrent with a seat's hardware tech refresh, a request to change seat type shall be implemented without an additional or one-time refresh charge.
    b. Outside of regularly-scheduled hardware refresh, seat changes shall be supported through early refresh catalog items.
    c. Upon DOCOTR request, the Contractor shall support seat changes without additional charge for up to 1% of the total number of desktop, laptop, and workstation seats per year.

The Contractor shall obtain DOCOTR approval for user requests to desubscribe computer seats in order to prevent the desubscription of an existing seat followed by a subscription to a new seat as a means to receiving a seat change outside of the above-listed methods.

39. **Tablet PC Laptop Service Options:** Laptop service options shall include:

    a. Tablet PC – Convertible Unit: Intended to function as the user's primary personal computer as well as a note-taking device. At a minimum, the convertible unit shall internally include: processor, display that rotates 180 degrees and can be folded down over the keyboard, full function keyboard, modem, wired Ethernet and wireless Ethernet connections, hard disk, connections for external peripherals, weigh no more than 4.5 pounds, and include those components that are typically included in commercially available tablet PC laptops. Included as part of the seat, the Contractor shall provide the necessary docking station/peripherals required to provide the full functionality of a traditional laptop seat.

    b. Tablet PC – Slate Unit: Intended to function as a secondary personal computer, used for note taking or tasks requiring hand-written graphical input such as sketching. At a minimum, the slate unit shall internally include: processor, display, modem, wired Ethernet and wireless Ethernet connections, hard disk, connections for external peripherals, weigh no more than 4.5 pounds, and include those components that are typically included in commercially available tablet PC laptops. Included as part of the seat, the Contractor shall provide the necessary docking station/peripherals required to provide the full functionality of a traditional laptop seat.

Each Tablet PC shall meet or exceed the minimum configuration recommended by the software manufacturer for the software installed with each seat. All components of the standard software load shall be capable of correct simultaneous execution and mutual interaction on each seat's platform.

IV. TELECOMMUNICATIONS AND NETWORKING

1. General:

ARC – Not Applicable. ARC is electing not to subscribe to any ODIN Telecommunications and Networking Seats or Services at this time.

DFRC – The ODIN Contractor is fully responsible for operations and maintenance of DFRC's telephone system, pagers, fax systems, administrative radios, and public address system.

GRC – The ODIN Contractor is fully responsible for operations and maintenance of GRC's local area network, telephone system, videoconference system, pagers, fax systems, administrative radios, and public address service.

LaRC – The ODIN Contractor is fully responsible for operations and maintenance of LaRC's local area network (LaRCNET), LaRC's telephone system (LaTS), and LaRC's main videoconference system, and three roll-about videoconference systems. The Contractor also supports an increasing number of fax seats.

2. **LAN Interface Service – Master Contract E.2.3.7:** Any device receiving any center network services must minimally subscribe to a LAN*x* seat if the services are not provided through some other desktop or network seat subscription.

3. **LAN Interface Connection Service Levels – Master Contract E.3.3.5:** The LAN seat service levels are revised from Master Contract E.3.3.5 to read as follows:
   a. Regular: 10/100MBPS
   b. Fast: 1GPBS
   c. Huge: 10GPBS

4. **LAN3 Seats - Master Contract E.2.3.7.3:** LAN3 description is revised to be Gigabit Ethernet. For the purpose of this Delivery Order, regular LAN is defined as 10/100 Ethernet (the highest service that the current infrastructure allows.) FAST LAN is defined as 1GBPS Ethernet, and HUGE LAN is 10GBPS.

5. **PCell Seats – Master Contract C.5.9.9:** The PCell shall include a minimum of 500 minutes per month and include both long distance and roaming charges in this price. The seat shall include the instrument, battery, charger, and belt clip or case (user's choice).

   All PCell minutes shall be pooled into a Center account. If the pool of minutes is exceeded, the Contractor shall charge for excess use pursuant to the pricing established in the CSCC.

6. **PCell with PDA Services Option:** Personal Digital Assistant (PDA) type services (e.g., email, address book, web services) shall be an option under the PCell seat. Details of the services included will be defined by each center.

7. **Fax Technology Refresh: (Not Applicable to ARC)** Fax seats shall be refreshed with fax systems that meet or exceed the capabilities of the seat's service characteristics as defined in the Master Contract. Refreshment of a fax seat shall occur when a given fax machine cannot be repaired and/or maintained to be compliant with the applicable service characteristics of the fax service level definitions. Refresh costs shall be bundled into fax seat costs. The Contractor shall support retrieval/reloading of user-supplied data (e.g., location, distribution lists, phone numbers).

8. **Remote Communication (RC) Seats: (Not Applicable to ARC and DFRC)** RC service shall be provided for through purchases of RC seats and seat subscriptions to Remote S LAN Service. RC1 and RC2 seats will be based on the total number of requests for RC service of this type, which is presently defined by the number of active Remote Access Service (RAS) accounts; the number of seats subscribed to Remote S LAN Service; and the capacity of the RAS system. Regardless of the number of RC1 and RC2 seats purchased, the ODIN contractor shall provide sufficient connection means for Remote S LAN services subscribed through GP3 or other seats. The Contractor shall include the following service elements in the RC seats.

   a. Provide security and log monitoring.
   b. Perform backups on authentication server(s).
   c. Administer RAS user accounts.
   d. Manage the archiving of Remote Access User Account Request forms.
   e. Generate statistical information.
   f. Create, distribute, and maintain RAS user manuals and related software.
   g. Maintain the content of the RAS web site.
   h. Troubleshoot user network connection anomalies.
   i. Investigate the need for software upgrades due to changes or new versions of applications and their associated integration issues.
   j. Actively investigate the need for system upgrades and implement Government-approved changes.
   k. Maintain RAS adherence to security procedures set forth by the Government for issuing accounts, resetting passwords, terminating inactive connects, and addressing unauthorized attempts to access the system.
   l. Provide continual documentation including, but not limited to, maintaining the RAS user profile documentation, RAS technical drawings, maintenance records, equipment manuals, operational manuals.
   m. Support and generation of report of usage statistics or other report required for criminal investigations.

9. **Phone System/Service Infrastructure: (Not Applicable to ARC)** The Contractor shall support, operate, and maintain the Center's system/service infrastructure for telephone, voicemail, and related services. Examples of functional areas considered part of the infrastructure are: training and consultation services, special phones (e.g., conference phones, digital phones with headset adapters), devices (e.g., data communications modules), peripherals (e.g., headsets, volume control handsets), configurations (e.g., data lines, call processing mailboxes, interfaces to external conference systems), system recordings, bypass telephones, Emergency Announcement System, and the Call Accounting System. Additionally:

   a. Phone-related peripherals and similar items shall be made available in the ODIN Catalog of Services and Commercial Components.
   b. The Contractor shall perform traffic analysis on telephone system trunk groups for 1 week of every month, including collection of traffic statistics, calculation of actual grades of service provided by the then current configurations, analysis of configurations required to provide targeted grades of service, and generation of monthly and annual usage summaries and traffic analysis reports.

c. The Contractor shall identify, evaluate, and report to appropriate Government authorities any questionable or unusually high usage of telephone services, being vigilant to detect any potential fraud or abuse, both internal and external, including responding to requests from NASA management for detailed telephone usage reports.
d. The Contractor shall coordinate with on-site contractors and others to extend privately procured telephone company services from the Center's service demarcation point to required work sites on the Center.

10. PH1 through PH4 Seats - Master Contract 2.3.2: **(Not Applicable to ARC)** The Contractor shall include the following service elements in the PH1 through Ph4 seats.

a. Engineering, configuration, operation, and maintenance of the telephone switch and voice mail systems including maintenance contracts.
b. Circuits connecting the center PBX to the local telephone company providing dial tone for access external to the center. **(Applicable to GRC and LaRC only)**
c. An analog or digital (as appropriate to the service level ordered) port on a line card in the telephone switch.
d. At GRC, the Contractor shall provide ports up to the capacity of the switch in its current configuration. New line cards to increase port capacity shall be available as a catalog purchase and will remain the property of the Government. **(Applicable to GRC only)**
e. The cable pair(s) (copper circuit) extending the telephone switch port to the location of the telephone instrument. Cabling is provided as a part of a new seat installation up to the capability of the current switch configuration. Building remodeling or the addition of new facilities will be handled as an IUP. Movement of existing seats that require cabling will be assessed as a M/A/C where existing service exists.
f. Set-up and testing.
g. Documentation.
h. Corrective and preventative maintenance on existing circuits.
i. A telephone instrument as appropriate to the service level ordered. **(Not applicable to DFRC)**
j. Telecommunications billing administration.
k. Maintenance of voice processing applications.
l. Distribution of voice broadcast messages. **(Applicable to GRC only)**
m. All corrective and preventive maintenance of the telephone cable plant infrastructure, and repair of cables damaged by nature shall be negotiated with the DOCO.
n. Support testing of the UPS system including batteries, the back-up generator, and transfer switch.

11. Central Communications Center: **(Not Applicable to ARC)** The Contractor shall include the following in the Central Communications Center. The cost of performing these services shall be included in the telephone seat costs

a. Administration, maintenance, and operation.
b. Staffed during business hours, Monday through Friday.
c. Provide directory assistance, assistance with establishing conference calls, and, as requested, assistance with placing long distance or international calls.
d. Operation of a central facsimile service for incoming and outgoing faxes to service personnel not having access to a fax machine and to support international facsimile transmissions. **(Applicable to GRC only)**

12. **Telecommunications Billing Administration: (Not Applicable to ARC)** The Contractor shall provide billing administration services for commercial telecommunications services. The cost of performing these services shall be included in the telephone seat costs, and the activities include:

    a. Act as the receiving office for all telecommunications-related billing from commercial service providers.
    b. Review, validate, and coordinate all bills in accordance with established Center procedures and approved accounts. There is no requirement to verify details of usage unless there is a billing anomaly or question of abuse/inappropriate use.
    c. Prepare all bills for signature by the DOCO for processing for payment by the Government, and within established timelines to prevent late-payment fees.

13. **Telecommunications Coordination and Service Administration: (Not Applicable to ARC)** The Contractor shall provide coordination and service administration for telecommunications services. The cost of performing these services shall be included in the telephone seat costs, and the activities include:

    a. Coordinate (e.g., distribute cards and billing information) NISN-provided Government telephone calling cards.
    b. Coordinate telecommunications services for Center organizations from contractors such as Verizon, Pac Bell, AT&T, GTE, and other sources (e.g., for phone service for off-site conferences/expositions, requirements for special on-site circuits).

14. **Local Video System Services: (Not Applicable to ARC or DRFC)** The Contractor shall support the existing video services infrastructure for video distribution and video teleconference services at the Center, specifically:

    a. Providing preventative and corrective maintenance and operation of the Center headend and all related equipment, including VHF, UHF, and satellite antennas; cable plants; all cable plant hardware; and distribution of video services to the Center's TVs and monitors. The Contractor shall provide management and support for the number and type of video system drops active at the start of the Delivery Order period of performance. Relocation or reassignment of existing connections and addition of new video connections to TVs and monitors shall be available in the catalog.
    b. Receiving, videotaping, and distributing satellite downlinks and TV newscasts and other video programs, and for supporting satellite uplinks and other TV broadcasts.
    c. Operating the Center's Video Teleconferencing System(s) (VITS) and LBV systems, and providing conference set-up assistance, when requested, for the Center's other LBV systems. **(Applicable to LaRC only)**
    d. Scheduling video teleconferences via the web-based NASA Video Conference Request System (VCRS).
    e. Monitoring of all channels to ensure correct programming.
    f. Review and schedule all requests to broadcast programming.
    g. Broadcast programming at scheduled times included prerecorded video, live video, and conferencing as appropriate and/or requested.
    h. Test all equipment regularly to comply with the Center's ISO/Quality Management System
    i. Coordinate all equipment repairs and maintenance.
    j. Perform all work as per relevant safety and electrical codes.
    k. Maintain documentation.

V. CATALOG

1. **Catalog of Services and Commercial Components (CSCC) – Master Contract C.5.7 and G.1 and DRD ATE-6:** The full CSCC shall be available for ordering on the effective Delivery Order date, including e-commerce capability to support on-line ordering. Catalog purchases shall be effective for 36 months from the date of initial service delivery, unless 36 months is not applicable/appropriate to the purchased service and other terms are specifically stated in the catalog. The catalog shall clearly define, in precise and understandable terms, what coverage, support, etc., is included in catalog prices.

   The Contractor shall include all other items/services necessary to operate ODIN at the Centers transparently. All NASA Civil Servants will be permitted to order from the CSCC, purchasing at the appropriate level of support for the seat type.

   Catalog items shall be priced in three categories in accordance with Master Contract Section G.1. All catalog purchases, whether Level I, II, or III, shall include re-installation during refresh. The Contractor shall track and report all CSCC purchases monthly as set forth in DRD ATE-6.

2. **Catalog Ordering:** All customer orders shall be placed within 1 business day of receipt of a Government-approved order. Similarly, the time from the Contractor's receipt of the ordered product from the supplier to the time of delivery and installation may not exceed 72 hours (3 business days) unless the delay is agreed upon or requested by the customer. The overall requirement is for 10 business days; the 1-day and 3-day requirements are subsets of the 10 business days.

3. **Continued Use of Catalog Products and Services Acquired during Previous Delivery Order:** Catalog products and services that were acquired under a previous Center Delivery Order may continue to be used by end users throughout this Delivery Order period of performance. For initially purchased items whose 36-months of service has not expired, support for the catalog purchase shall continue at the original maintenance level (i.e., Category 1 or Category 3). For items whose support period has expired as of the effective Delivery Order date or during the term of this Delivery Order, within 30 days prior to service expiration, the Contractor shall notify the customer in writing of their options for continued maintenance support (e.g., sign up for an MA Seat, continue to use product/service without any support, purchase new product/service from catalog that includes 36 months of support). The ODIN Contractor shall continue support of the catalog item until the customer has been notified within the terms described in this paragraph.

4. **Volume Discount for Catalog Items:** The ODIN Contractor's Code R volume discount, calculation, and invoicing shall be as follows:

   The Contractor shall attempt to consolidate catalog ordering across all supported NASA centers in order to provide the Government with a volume discount procurement of ODIN catalog services. The Contractor shall take the initiative to contact each Code R center to determine if there is a Code R Enterprise interest in obtaining possible candidates for volume buys. The Contractor shall aggressively work with their IT providers to identify and maximize potential opportunities for volume buys. Whatever discount percentage that the Contractor obtains, the same discount percentage shall be provided to the Government.

   The Contractor shall provide a letter semi-annually to each Code R Center DOCO that specifies the volume discounts (cost and percentage savings) that were realized in the previous 6-month period.

5. **Color Network Print Services:** Color print services shall be offered via a catalog one-time charge to upgrade a black and white network printer to color. After the upgrade, the printers shall receive the same level of support as the standard black and white printers.

6. **Maintenance of Catalog Items:** For Category 1 and 2 items purchased from the catalog, hardware maintenance is defined as standard ODIN "break-fix" and "return to service." For Category 3 purchases, maintenance is defined as manufacturers' warranty. For software purchased from the catalog, maintenance is defined in accordance with the manufacture's definition and licensing agreements. Service metrics for these maintenance items shall be the same as for the associated desktop seat.

7. **Ergonomic Keyboard and Mouse:** The catalog shall include a variety of offerings for ergonomic keyboards and mouse devices such as:

   a. Ergonomic Keyboard/Mouse at Refresh: ergonomic keyboard/mouse service coinciding with a full desktop seat's technology refresh. The catalog cost shall be the difference between the regular keyboard/mouse and the ergonomic keyboard.
   b. Ergonomic Keyboard/Mouse: ergonomic keyboard/mouse service purchased at any time. The catalog cost shall include the full cost of the ergonomic keyboard because the user's original keyboard/mouse may not be reusable by ODIN.

8. **Dedicated System Administrator Catalog Offerings:** The following catalog offerings shall be available upon the effective Delivery Order date:

   Dedicated system administration service for a specific group for 1, 3, 6, or 12 months of service. The intent is to provide a dedicated resource for a pre-defined group of users needing enhanced services as defined below. Two levels of service shall be available:

   a. Intermediate: Frequent use and application of technical standards, principles, theories, concepts, and techniques. Provides solutions to a variety of technical problems of moderate scope and complexity. Works under general supervision. Follows established procedures. Work is reviewed for soundness of technical judgment and overall adequacy. Contributes to the completion of milestones associated with specific projects. Failure to achieve results or erroneous decisions or recommendations may cause delays in program schedules and may result in the allocation of additional resources. Primarily internal company contacts. Infrequent inter-organizational and outside customer contacts on routine matters.

   b. Senior: Complete understanding and wide application of technical principles, theories and concepts, in the field. General knowledge of other related disciplines. Provides technical solutions to a wide range of difficult problems. Solutions are imaginative, thorough, and practical, and consistent with organization objectives. Works under only general direction. Independently determines and develops approach to solutions. Work is reviewed upon completion for adequacy in meeting objectives. Contributes to the completion of specific programs and projects. Failure to obtain results or erroneous decisions or recommendations would typically result in serious program delays and considerable expenditure of resources. Frequent inter-organizational and outside customer contacts. Provides solutions to difficult technical issues associated with specific projects.

Dedicated system administration services purchased from the catalog shall be priced on a group basis, not on an individual seat or user basis. Purchase assumes the customer will provide office space in close proximity to the users being served for the person performing the dedicated system administration

The dedicated system administrator catalog offerings shall include a pre-negotiated set of the following services:

a. Network protocol administration.
b. Email account management.
c. Access to and management of Center's domain-available peripherals and services (e.g., USENET, time, DNS).
d. Network security management.
e. User account management.
f. Provision of Configuration Guidelines and/or remote or on-site system software installed according to those guidelines where applicable.
g. Workstation host level security, including information about and access to system/application security patches, network services access control mechanisms and/or anti-virus mechanisms with installation guidelines and/or remote or on-site installation.
h. System software problem resolution.
i. Hardware procurement configuration consultation.
j. Local, customized backup, restore, and archive service.
k. Site specific license management for Triage 3 applications.
l. Direct on-site user education and assistance.
m. Site-specific consistent system configurations.
n. Site-specific system documentation.
o. Deskside system administration functions to support the installation and effective execution of organizational specific applications.
p. Daily system monitoring.
q. System-level performance monitoring, tuning and optimization.
r. Site-specific client-server and network configuration management.
s. Deskside per system account management (e.g., create, lock, and remove IDs)
t. Site-specific peripheral management.
u. Web server and installation and administration and web site management
v. Address ongoing and emerging life cycle system administration issues for the installed computing environment.
w. Perform capacity planning and site architecture to optimize use of information technology resources.

VI. METRICS AND HELP DESK

1. **Metric Performance Retainage Pool (MPRP) - Master Contract A.1.8(b):** For Code R, the Metric Performance Retainage Pool is increased from 1 percent to 3 percent. For each service area, all three Level 1 metrics (Service Delivery, Availability, and Customer Satisfaction) must be met or exceeded in order for the MPRP to be awarded.

2. **Level 1 Metrics – Master Contract Table F.1.1:** The following are the Level 1 metrics for Code R.

Table F.1.1 – Level 1 Metrics Table

	Service Delivery (%)	Availability (%)	Customer Satisfaction (%)
			Code R
Desktop User Services	98.0	98.0	95.0
Phone Service	95.0	99.9	97.0
Fax Service	95.0	99.5	96.0
Local Video Service	95.0	99.5	95.0
Administrative Radio Service	95.0	99.9	95.0
Public Address Service	N/A	N/A	97.0

3. **Metric Reporting/Calculation:** The Contractor shall report to the same degree of fidelity as denoted in Level 1 Metrics of the Delivery Order. Rounding is allowed using "5 and above" rounded up to the next higher number and "below 5" rounded down to the next lower number.

4. **Availability Metric – Master Contract F.1.1.2:** The definition of the Availability Metric is supplemented with the following: A seat shall be considered unavailable if all requirements that have a contract-driven time or date to execute have not been fulfilled. The seat shall be considered unavailable unless waived by the DOCOTR.

5. **Help Desk:** The help desk shall be staffed 24 hours per day x 7 days per week. The goal is for the phone to be answered by a live person within 30 seconds for 90 percent of the calls based on automated call distribution statistics collected at the help desk. The Contractor shall provide direct access to Remedy by non-ODIN service providers. Specific details related to "access" and definition of the non-ODIN service providers will be defined in the center specific sections if required. Records shall remain open in the help desk/trouble ticket database and will be monitored until problem resolution and the service provider has closed the record. Non-ODIN calls and those serviced by non-ODIN service providers shall not negatively impact service delivery metrics. The Contractor shall provide Center customers immediate access to service request status through the service request inquiry processes, both on-line and by customers calling the help desk.

6. **Tier One Help Desk Support:** Tier one Help Desk personnel shall attempt to resolve a problem at time of initial call for an average of 6 minutes before referring it to Second level support, unless a solution is determined to be imminent. Calls for which it is immediately apparent that they cannot be solved at the desk shall immediately be forwarded to level two. With the implementation of remote control, the goal for resolving calls at initial time of call is 85 percent for calls that can possibly be resolved without a desk-side visit. Without remote control, the first call resolution rate goal is 70 percent.

7. **Refresh Customer Satisfaction Surveys:** The Contractor shall send a customer satisfaction survey to each customer after a hardware technical refresh and software refresh activities, as directed by the DOCOTR. These surveys will be included as part of the monthly customer satisfaction metric calculation.

8. **Level 2 Metrics– Master Contract F.1.2:** The following are the Level 2 metrics for use under this Delivery Order. Performance against these metrics will be used as part of determination for award of the Performance Retainage Pool (PRP). The Contractor shall report performance against these Level 2 metrics as part of a self-evaluation at the end of each PRP evaluation period.

Performance Metric	Service Area	Goal	Measurement
Call Abandoned Rate	Help Desk	11%	% of calls
Average Speed to Answer	Help Desk	90	In Seconds
Average Duration of a Call	Help Desk	7	In Minutes
First Level Resolution Rate	Help Desk	85%	% of solvable calls
New Seat Requests	Service Delivery	Information	Quantity
Temporary Seat Request	Service Delivery	Information	Quantity
First Contact Response Rate	Service Delivery	Within 1 hour	In Minutes
Alternative Help Desk Contact Rate	Help Desk	Within 1.5 hours	In Minutes
Customer Contact Rate for Customer Outreach	Customer Outreach	Volume is based on # of surveys less than or equal to a score of 2 and Hotline calls/E-mails (Information)	Quantity
Average Open Ticket Rate	Help Desk	TBD	Percentage
ODIN Report Card	Customer Outreach	Once per month at 50 customers	Monthly/Quantity
Total Calls Received	Help Desk	Information	Quantity

NOTE: These metrics are provided as an initial baseline for the goals specified above. These goals shall be updated by the Contractor within 3 months of the effective Delivery Order date. The "TBD" shall also be updated within 3 months of the effective Delivery Order date. The updated goals will subsequently be incorporated via bilateral modification.

VII. SAFETY AND SECURITY

1. Safety and Security Clauses: The following Government security and safety clauses are applicable to this Delivery Order:

   A. **NFS 1852.204-76 SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES** as incorporated in full text by Master Contract Modification.

   B. **Reference Master Contract A.1.39: NFS 1852.223-70 (Safety and Health)** as added by Master Contract Modification.

   C. **NFS 1852.223-75 MAJOR BREACH OF SAFETY OR SECURITY** as incorporated in full text by Master Contract Modification.

   D. **Reference Master Contract C.8.1 (Computer Security Requirements)** as modified by Master Contract Modification.

   E. **Reference Master Contract C.8.5 (Security Incident Reporting)** as modified by Master Contract Modification.

   F. **NFS 1852.225-70 EXPORT LICENSES (FEBRUARY 2000)**

      (a) The Contractor shall comply with all U.S. export control laws and regulations, including the International Traffic in Arms Regulations (ITAR), 22 CFR Parts 120 through 130, and the Export Administration Regulations (EAR), 15 CFR Parts 730 through 799, in the performance of this contract. In the absence of available license exemptions/exceptions, the Contractor shall be responsible for obtaining the appropriate licenses or other approvals, if required, for exports of hardware, technical data, and software, or for the provision of technical assistance.
      (b) The Contractor shall be responsible for obtaining export licenses, if required, before utilizing foreign persons in the performance of this contract, including instances where the work is to be performed on-site at each of the Code R centers, where the foreign person will have access to export controlled technical data or software.
      (c) The Contractor shall be responsible for all regulatory record keeping requirements associated with the use of licenses and license exemptions/exception.
      (d) The Contractor shall be responsible for ensuring that the provisions of this clause apply to its subcontractors.

   G. **FAR 52.239-1 PRIVACY OR SECURITY SAFEGUARDS (AUG 1996)**

      (a) The Contractor shall not publish or disclose in any manner, without the Contracting Officer's written consent, the details of any safeguards either designed or developed by the Contractor under this contract or otherwise provided by the Government.
      (b) To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of Government data, the Contractor shall afford the Government access to the Contractor's facilities, installations, technical capabilities, operations, documentation, records, and databases.
      (c) If new or unanticipated threats or hazards are discovered by either the Government or the Contractor, or if existing safeguards have ceased to function, the discoverer shall immediately bring the situation to the attention of the other party.

H. FAR 52.204-2 SECURITY REQUIREMENTS (AUG 1996)

(a) This clause applies to the extent that this contract involves access to information classified "Confidential," "Secret," or "Top Secret."

(b) The Contractor shall comply with (1) the Security Agreement (DD Form 441), including the National Industrial Security Program Operating Manual (DOD 5220.22-M), and (2) any revisions to that manual, notice of which has been furnished to the Contractor.

(c) If, subsequent to the date of this contract, the security classification or security requirements under this contract are changed by the Government and if the changes cause an increase or decrease in security costs or otherwise affect any other term or condition of this contract, the contract shall be subject to an equitable adjustment as if the changes were directed under the Changes clause of this contract.

(d) The Contractor agrees to insert terms that conform substantially to the language of this clause, including this paragraph (d) but excluding any reference to the Changes clause of this contract, in all subcontracts under this contract that involve access to classified information.

I. **Notice of Violation (NOV) Response** -- The Contractor shall respond to any NOV issued for safety violations to the prime itself or its' subcontractors within three working days of issuance. The response should include cause for violation; mitigation of impact, if applicable; planned prevention of recurrence. Response shall be submitted to the issuer of the NOV.

J. SECURITY REGISTRATION AND IDENTIFICATION BADGES--ON-SITE CONTRACTORS, EXCLUDING CONSTRUCTION (ARC 52.204-91) (FEB 1997) (Applicable to ARC only)

(a) All persons engaged in work at Ames Research Center are required to be registered and badged by Protective Services, and to follow all security regulations and requirements.

(b) The Contractor is responsible for assuring that each employee or company representative wears his/her issued identification badge at all times while they are within the boundaries of Moffett Field. Badges shall be worn above the waist in such a manner as to be clearly visible.

(c) (1) The Contractor shall ensure that all employees who are terminated or who are no longer connected with the work being performed under this contract are processed out through Protective Services. Badges, keys, and other Government property must be accounted for and returned. If a computer account has been established, the account must be deactivated.

(2) The Government shall notify the Contractor if any terminated employee has not been processed out through Protective Services. The Contractor then has 30 days in which to process the terminated employee without penalty. After 30 days, a Bill of Collection will be issued by the Government in the amount of $500 for each terminated employee that has not been properly processed out.

(d) U.S. Citizens and Permanent Resident Aliens. On the first day of work, the employee will check in at the NASA Visitor Badging Office, Building 26. A temporary badge will be issued and the employee will be directed to the work site. As soon as practical, the employee must bring the completed "Non-Government Employee Security Badging Packet," NASA Form 531 and AOM Form 500, to the Employee Badging Office, Building 15. Employees will need to submit a completed packet for each badge issued, including renewals. Fingerprints will be taken if necessary and a permanent badge will be issued. All terminating employees must check out through the Employee Badging Office.

(e) Foreign Nationals (Passports, Visas, Non-Immigrant Aliens). A National Agency Check (NAC) is a prerequisite for a foreign national, making it necessary that all paperwork be submitted to JP:15-1:4-4651/Foreign National Processing at least 60 days in advance of the anticipated entry date (NAC processing can take as long as 180 days to process). JP/Foreign National Processing will provide guidance as to what paperwork and type of visa are required.

(f) Reserve Gate Procedure. In the event of a labor dispute the Government may restrict entrance and exit of the Contractor's employees and the Contractor's suppliers to a specified gate at Ames Research Center, pursuant to Chapter 4 of NASA Handbook 5200.1A, "Industrial Labor Relations Manual." The Contractor agrees to have all employees rebadged and to direct them and their suppliers to utilize only the designated gate.

K. Disaster Assistance and Rescue Team (DART) Participation (MAR 1999) (ARC 52.223-91) (Applicable to ARC only)

Contractor employees are eligible to participate in the Disaster Assistance and Rescue Team (DART) if approved in writing by the Contractor and appointed by the Government. If a Contractor approves of an employee's participation, the contractor agrees to modify the employee's position description to include participation in DART, and to provide additional indemnification (e.g., worker's compensation insurance, general liability) as may be necessary to protect its employee and/or the Government while the employee is participating in the program.

DART Definition: This 90-person team is comprised of civil service, contractor, and military personnel that work at Ames Research Center and Moffett Federal Airfield. The team composition includes scientists, engineers, wind tunnel mechanics, aircraft mechanics, facility maintenance personnel, computer specialist, industrial hygienist, safety professionals, heavy equipment operators, administrative personnel, managers, procurement officials, and data specialists. DART is an umbrella organization that has six functional groups. The groups are Rescue, Hazardous Materials Response, Damage and Utility Control, Structural Assessment, Emergency Communications, and Emergency Operations Center Administrative Support. The Emergency Services Office is responsible for the Moffett Field Emergency Operations Center as well as the Emergency Communications Facility. Typically, participation will involve approximately 5 percent of the employee's (full) time, except for initial training/orientation, which will involve approximately 10 percent of the employee's (full) time. The executive management at Ames Research Center strongly encourages contractor participation on DART, which needs all of our support, as it has proven to be a valuable element of the Center's Emergency Service Program.

L. Electronic Hazardous Wastes (formerly Cathode Ray Tubes): (Applicable to ARC and DFRC only) Cathode Ray Tubes (CRTs) shall be managed in accordance with California's Department of Toxic Substances Control (DTSC) Reference Number R-01-06, which can be found at the following URL:

http://www.dtsc.ca.gov/LawsRegulationsPolicies/CRTs/CRT_final_regs.html

M. SECURITY REGISTRATION AND IDENTIFICATION BADGES--ON-SITE CONTRACTORS, EXCLUDING CONSTRUCTION (DFRC 52.204-90) (FEB 2001) (Applicable to DFRC only)

(a) All persons engaged in work at Dryden Flight Research Center are required to be registered and badged by the Security Office, and to follow all security regulations and requirements.

(b) The Contractor is responsible for assuring that each employee or company representative wears his/her issued identification badge at all times while they are within the boundaries Dryden Flight Research Center. Badges shall be worn above the waist in such a manner as to be clearly visible.

(c) (1) The Contractor shall ensure that all employees who are terminated or who are no longer connected with the work being performed under this contract are processed out through the Security Office. Badges, keys, vehicle passes/decals, and other Government property must be accounted for and returned. If a computer account has been established, the account must be deactivated.

(2) The Government shall notify the Contractor if any terminated employee has not been processed out through the Security Office Check-out Procedures. The Contractor then has 30 days in which to process the terminated employee without penalty. After 30 days, a Bill of Collection will be issued by the Government in the amount of $500 for each terminated employee that has not been properly processed out.

(d) U.S. Citizens and Permanent Resident Aliens. On the first day of work, the employee will check in at the NASA Visitor Badging Office, Building 4825. A temporary badge will be issued and the employee will be directed to the work site. As soon as practical, the employee must bring the completed "Non-Government Employee Security Badging Packet," NASA Form 531 to the Employee Badging Office (Building 4825). Employees will need to submit a completed packet for each badge issued, including renewals. Fingerprints will be taken if necessary and a permanent badge will be issued. All terminating employees must check out through the Employee Badging Office.

(e) Foreign Nationals (Passports, Visas, Non-Immigrant Aliens). A National Agency Check (NAC) is a prerequisite for a foreign national, making it necessary that all paperwork be submitted to the Security Office, Code XAS, M/S D-4825, at least 60 days in advance of the anticipated entry date. The Security Office will provide guidance as to what paperwork and type of visa are required.

(f) Reserve Gate Procedure. In the event of a labor dispute the Government may restrict entrance and exit of the Contractor's employees and the Contractor's suppliers to a specified gate at Dryden Flight Research Center, pursuant to Chapter 4 of NASA Handbook 5200.1A, "Industrial Labor Relations Manual." The Contractor agrees to have all employees rebadged and to direct them and their suppliers to utilize only the designated gate.

N. OBSERVATION OF REGULATIONS AND IDENTIFICATION OF CONTRACTOR'S EMPLOYEES (LaRC 52.211-104) (APR 2002) (Applicable to LaRC only)

(a) Observation of Regulations--In performance of that part of the contract work which may be performed at Langley Research Center or other Government installation, the Contractor shall require its employees to observe the rules and regulations as prescribed by the authorities at Langley Research Center or other installation including all applicable Federal, NASA and Langley safety, health, environmental and security regulations.

(b) Identification Badges--At all times while on LaRC property, the Contractor shall require its employees, subcontractors and agents to wear badges which will be issued by the NASA LaRC Badge and Pass Office, located at 1 Langley Boulevard (Building No. 1228). Badges shall be issued only between the hours of 6:30 a.m. and 3:30 p.m., Monday through Friday. Contractors will be held accountable for these badges, and may be required to validate outstanding badges on an annual basis with the NASA LaRC Security Office. Immediately upon employee termination or contract completion, badges shall be returned to the NASA LaRC Badge and Pass Office. It is agreed and understood that all NASA identification badges remain the property of NASA and the Government reserves the right to invalidate such badges at any time.

(c) Employee Outprocessing--The Contractor shall ensure that all employees who are terminated or no longer connected with work being performed under this contract are out processed through the LaRC Badge and Pass Office. Badges and keys must be accounted for and returned.

NOTE: The Contractor's employee outprocessing process shall also include notification to the DOCOTR.

O. SECURITY PROGRAM/NON-U.S. CITIZEN EMPLOYEE ACCESS REQUIREMENTS (LaRC 52.204-91) (JUL 2002) (Applicable to LaRC only)

(a) Access to the LaRC by contractor non-U.S. citizen employees, including employees in permanent resident alien status, shall be approved in accordance with NPR 1371.2A and LMS-CP-4850. Administrative processing requires advance notice of between 20 to 45 days depending on the nationality of the non-U.S. citizen. Access authorization shall be for a maximum of 1 year, and must be reevaluated annually. Non-U.S. citizen employees must be under escort at all times while on Center by a U.S. citizen issued a LaRC identification badge.

(b) Request for Center access in excess of 90 days requires that a background investigation be conducted on the non-U.S. citizen employee. The processing of a background investigation requires the submittal of a NASA Form 531, "Name Check Request," and a fingerprint card application. Normal processing time for a background investigation is approximately 90 days. A favorably adjudicated background investigation shall allow non-U.S. citizen contractor employee limited unescorted access to the Center. Access shall be limited to work areas identified and deemed necessary and entry and egress to that site.

P. UNESCORTED ACCESS BY U.S CITIZEN CONTRACTOR EMPLOYEES (LaRC 52.204-102) (NOV 2002) (Applicable to LaRC only)

Visits by U.S. citizen contractor employees that are expected will exceed 90 days will require the employee to undergo a Background Investigation. All Contractor employees must, as a minimum, have a favorably adjudicated NASA Agency Check (NAC). However, a NAC is not required if the Contractor can certify that an employee has an active United States Government Security Clearance, (IAW requirements of Executive Order #12968), or has been the subject of a prior favorable NAC investigation.

For contractor employees requiring a NAC, the Contractor shall require its employees to submit a "Name Check Request" (NASA Form 531), an "Authorization for Release of Credit Reports" (NASA Form 1684), and a completed FD-258, "Applicant Fingerprint Card" to the LaRC Badge and Pass Office, Mail Stop 232. Fingerprint cards will be completed at the Badge and Pass Office only. Normal processing time for a NASA NAC is approximately 60 days.

2. **Safety and Health Plan – DRD ATE-01:** In accordance with the NFS provision 1852.223-73 (Safety and Health Plan), the Contractor's proposed Safety and Health Plan has been reviewed and accepted by the Government. As a result, the Contractor's Safety and Health Plan is hereby made a part of this Delivery Order.

3. **Safety and Health Reporting – DRD ATE-02:** In accordance with the NFS 1852.223-70 Safety and Health, Paragraph (d), the Contractor shall submit quarterly reports as described in DRD ATE-02

4. **Security Requirements – Attachment 6**: Form DD-254 is hereby incorporated into the Delivery Order as Attachment 6.

5. **Authorization Process for Network Access:** In accordance with NPR 2810.1, the Contractor shall grant no network access without the user following the Center process for requesting and gaining approval for such network access. This requirement applies to any ODIN service that involves granting/changing network access, including adding new customers and moves/adds/changes involving existing customers.

6. **Background Investigations:** Contractor employees and subcontractor personnel who possess administrative system privileges for customer desktop computers shall undergo a National Agency Check with Inquires (NACI) investigation. These positions are considered to be moderate risk.

   Contractor employees and subcontractor personnel who have physical access and/or administrative privileges to infrastructure resources (e.g., backup system, automated hardware/software inventory management, automated software distribution) or are responsible for the creation of standard system software builds shall undergo a Limited Background Investigation (LBI). These positions are considered to be high risk.

   The background investigations will be conducted by NASA upon submission of the required forms by the contractor.

7. **IT Security Plan – DRD ATE-04:** In accordance with NFS 1852.204-76, the Contractor shall submit an IT security plan.

8. **IT Security Reporting Requirements:** The Contractor shall comply with reporting requirements set by the Federal Information Security Management Act (FISMA), the Office of Management and Budget (OMB), the Office of the Inspector General (OIG), and the Center and Agency CIO as baselined and agreed to at the start of the Delivery Order period of performance. The baseline will be reviewed on an annual basis and re-negotiated only when the reporting requirements exceed the baselined resources.

9. **IT Security Incident Response – DRD ATE-05:** The Contractor shall report any IT security incident on ODIN-supported services to the CITSM or designee within 1 hour and shall follow the Center's IT security incident response procedures in accordance with DRD ATE-5.

   Unexplained system anomalies that, in the judgment of the system administrator, may affect confidentiality of data or integrity of a system/data shall be reported to the CITSM or designee with 1 hour. Such anomalies include, but are not limited to, unexplained change of directory or file permissions, unexplained installation, removal or starting/stopping of software, unexplained network traffic, unexplained unavailability of a production service, or any malicious activity. The Contractor shall provide all necessary assistance to the investigating team.

10. **Anti-Virus Protection:** The Contractor shall provide an automated approach and managed anti-virus capability for both ODIN seats and non-ODIN systems connected to the center network infrastructure. Within the principle period of maintenance, the Contractor shall install new virus signatures on the Center's anti-virus distribution system within 4 hours of the anti-virus vendor's signature release. ODIN desktops and laptops shall be configured to receive anti-virus updates at least once a day. The Contractor shall enable real-time file protection and schedule full virus scans no less frequently than weekly for ODIN servers, and no less frequently than monthly for ODIN desktops unless otherwise defined in Center policies. The Contractor shall provide a Center-approved solution to protect the center from becoming vulnerable when laptop computers are returned to the center after being used off-site. **At ARC only, the Contractor does not provide anti-virus services for non-ODIN systems.**

11. **IP Address Management: (Not applicable to ARC)** The Contractor shall make available to the Government all applicable IP address information. The data will be used to support investigations, develop IT system security plans, perform network monitoring, moves, and external audits and investigations. The Contractor shall maintain accurate data for all IP addresses used with ODIN-managed assets and seats. All changes shall be reflected in the data within 24 hours, and a history of all IP changes occurring over the previous 12 months shall be maintained. Within 9 months of the effective Delivery Order date, the Contractor shall develop and implement online IP address management with query capability so that the government may audit without Contractor intervention.

   ARC Only: The ODIN Contractor shall maintain an archive of periodic reports showing the IP addresses assigned to all ODIN devices. Because the IP address registration process is not administered by the ODIN Contractor, the DOCOTR will make arrangements to have period reports of the IP addresses reports provided to meet this requirement. The Contractor shall report any discrepancies discovered in the IP information or required changes to the Center's IP Registration POC.

12. **ODIN System Vulnerability Scanning:** The Contractor shall ensure vulnerability scanning is conducted for each ODIN system according to Center procedures, including, but not limited to:

    a. All ODIN servers shall be scanned prior to operational readiness review or full production.
    b. All new ODIN desktop software loads and configurations shall be scanned prior to deployment.
    c. All ODIN compromised systems shall be rescanned prior to redeployment.
    d. All ODIN-deployed systems shall be periodically rescanned online.

13. **Patchlink:** Patchlink is a CEI component for which the Government will provide all licenses. The Government intends to use a Patchlink Update system for, at a minimum, reporting for agency and other inquiries on the status of computer systems.

    At GRC, the ODIN Contractor is responsible for operation and maintenance of the Patchlink server and client on full seats and NADs.

    At ARC, DFRC, and LaRC, a non-ODIN contractor will be responsible for maintenance and operations of the Patchlink server and will provide Patchlink client installation and configuration instructions to ODIN for ODIN systems. If the ODIN Contractor chooses to use the full capabilities of the Patchlink Patch Distribution System to deploy and/or track software patches and updates to its computer seats, the ODIN Contractor shall coordinate with the DOCOTR to either interface to the non-ODIN contractor for system administration privileges on the Patchlink Update server or provide their own Patchlink update server at no additional cost to the Government.

14. **Elimination of Re-Useable Clear-Text Passwords – DRD ATE-16:** Within 3 months of the effective Delivery Order date, the Contractor shall provide a plan and schedule to eliminate re-useable clear-text passwords and use two-factor authentication for centrally administered infrastructure servers, ensuring compliance with Center and Agency policy regarding clear text passwords and two-factor authentication. Following Government approval of the plan, the Contractor shall complete implementation in accordance to their plan.

15. **Shared System Administration:** Shared system administration is permitted only with a written waiver approved by the Center IT Security Manager.

16. **System Administrator Certification:** All ODIN Contractor individuals who perform tasks as a system administrator or have authority to perform tasks normally performed by system administrator shall be required to demonstrate knowledge appropriate to those tasks. This demonstration, referred to as the NASA System Administrator Security Certification (currently a Brainbench certification), is a NASA funded two-tier assessment to verify that system administrators are able to:

    a. Demonstrate knowledge in system administration for the operating systems for which they have responsibility.
    b. Demonstrate knowledge in the understanding and application of Network and Internet Security.

    Certification is granted upon achieving a score above the certification level on both an Operating System test and the Network and Internet Security Test. The Certification earned under this process will be valid for 3 years. The criteria for this skills assessment have been established by the NASA Chief Information Officer. The objectives and procedures for this certification can be obtained by contacting the IT Security Awareness and Training Center at (216) 433-2063.

A system administrator is one who provides IT services, network services, files storage, web services, etc. and takes or assumes the responsibility for the security and administrative controls of that service or machine. A lead system administrator has responsibility for information technology security (ITS) for multiple computers or network devises represented within a system; ensuring all devices assigned to them are kept in a secure configuration (patched/mitigated); and ensuring that all other system administrators under their lead understand and perform ITS duties.

XIII. Ames Research Center-Unique Requirements/Clauses

1. **Incentive Discount**: The discount for seats above minimum is a 2% seat price reduction for each 10% increase in seat count above the combined minimum Delivery Order seat count of 1,000. The prices included in the price model already recognize this discount. That is, since the total quantity of desktop seats (desktops, laptops, and workstations) is 50% higher than the minimum, the prices shown reflect a 10% discount (5 discount increments of 100 seats x 2%) from the price that would be in effect at the minimum. If desktop seat quantities dropped to 1,000 seats, the prices shall increase, reflecting the loss of this discount. Similarly, if desktop seat quantities increase by another 10%, seat prices shall drop by another 2%. This reduction is effective immediately for the tech refresh seats as long as the volume is maintained for a minimum of 6 contiguous months. If NASA drops below the tech refresh seat volume thresholds, the applicable reduction will be rescinded and the original escalation factor will apply. The maximum discount during the delivery order shall not exceed 20%.

2. **Desktop Cabling:** The Contractor shall be responsible for providing all cabling, power strips, and interface connections for ODIN seats. The Contractor shall also coordinate with the government Network group, non-ODIN contractor(s), and/or local network administrator(s) to ensure that the ODIN seats are attached properly to the network service delivery point (e.g., wall connection). Network cabling from seat to the LAN wall plate shall be the responsibility of the ODIN Contractor.

3. **Help Desk Hierarchy:** ARC uses an integrated Help Desk approach for providing administrative and technical assistance to the IT user community for various functional areas and operating environments (e.g., PC, Mac, E-Mail). This approach can best be described as a centralized Help Desk (Tier-1) working in conjunction with other specialized Help Desks (Tier-2). The ODIN Contractor will serve as Tier-1 for all ODIN delivery order services and customers, while the ARC Help Desk (4-2000) will continue to serve as Tier-1 for all non-ODIN customers. Effectiveness will depend heavily upon the communication and cooperation between the ODIN Help Desk and the ARC Help Desk. The Center may utilize an automated call management system phone tree to direct ODIN customers calling the ARC Help Desk to the ODIN Help Desk.

   The Contractor shall support the bi-directional transfer of trouble and service tickets between the ODIN help desk and local ARC or Agency Non-ODIN help desks. Non-ODIN IT service providers supporting ARC shall be provided with a mechanism for obtaining the status of tickets transferred to the ODIN help desk. Any client licenses required for non-ODIN service providers in order to transfer tickets and obtain ticket status will be the responsibility of Government.

4. **Categories of Catalog Items:** The Contractor may also offer catalog services that do not conform to Categories 1, 2, and 3 support and pricing structure.

5. **Shared Peripheral (Critical Service Level):** Each customer with a shared peripheral service level of "critical" shall be provided with a separate networked printer that meets the printer specifications specified in the Delivery Order for shared peripherals. The printer provided may have a reduced performance and capability specification if agreed to by the customer. Printers provided to meet the critical service level for shared peripherals shall not be included in the distance measurements for satisfying the printing requirements of ODIN customers with lesser-shared printer service levels.

6. **Shared Peripheral Print Services:** Print jobs that become stuck in the print queue shall be cleared within 90 minutes of being reported, except at ARC, where the Contractor is not responsible for print queue management.

7. **Copying, Storage, and Disposal of Local Backup Media:** All backup media shall be stored

under lock and key accessible only to the Contractor and the DOCOTR. A copy of all active backup media shall be made daily and be stored in a different on-site building than the primary backup media.

8. **User Installed Software and Peripherals:** ODIN customers will not be allowed to open the cases of ODIN supplied equipment to install, repair, remove, or replace components. In the event user-installed items cause problems with the operation of an ODIN desktop and customer support is requested, the ODIN Contractor shall return the desktop to its original operating state and inform the DOCOTR of the repair after it is complete. The ODIN vendor's asset management system shall also keep track of non-ODIN provided software and peripherals that are part of the ODIN seat.

9. **Service Level Changes:** The ODIN Contractor will activate and implement service level changes within 5 business days of approval by the DOCOTR.

10. **ZIP Drives:** The Contractor shall make a limited number of 100MB Zip drives temporarily available to customers upon request for the purpose of copying data residing on ZIP disks to a hard drive or CD-RW disk. This requirement is a migration aid resulting from the decision to drop ZIP drives from the platform configuration requirements in this Delivery Order.

11. **Subscription Tool**: The Contractor shall provide a sign up tool for customers to add, delete, and change seat subscriptions. The sign-up tool shall be capable of displaying both before and after monthly seat costs associated with a change seat changes, including any applicable discounts or other factors that affect the final cost to the customer. If requested by the customer, the Contractor shall provide a quote for requested changes along with any instructions for submitting the change request as part of the Center approval process.

12. **Ergonomics:** The Contractor shall be required to have all service technicians and employees involved with ordering equipment attend the Center's regularly offered "Ergonomics of Office Workers" or equivalent course within 6 months of the effective Delivery Order date. New employees shall take the course within 3 months. Such classes typically are completed in 2 hours. The intent is to enable staff to recognize potentially harmful ergonomic situations. Additionally, the Contractor shall make Government-supplied ergonomic literature available as part of the hardware refresh process.

13. **Aggregate Seat Band Per Category (Revision to Master Contract Attachment Q):**

    A. Desktop/Laptop/Server/Workstation Seats:

    - The combined seat minimum in this Delivery Order is 1,000 desktop, laptop, server, and Workstation seats.

14. **Minimum Memory Specification for Refreshed Equipment:** The minimum memory size for all refreshed desktops and laptops shall be 1 Gigabyte.

IX. Dryden Flight Research Center-Unique Requirements/Clauses

1. General Information

A. Introduction: Items contained in this document are part of the overall Code R ODIN Delivery Order. This is an augmentation to the Delivery Order for identifying Dryden additional specific requirements.

B. Center Policies: The ODIN Contractor shall comply with all applicable DFRC policies, procedures, and guidance including safety, security, and employee conduct at the Center. For example:

(a) The ODIN Contractor shall be escorted by a DFRC individual possessing the required clearance when access to "secure" or "limited access areas" is necessary.

(b) DFRC is ISO 9001 Certified. The Contractor shall follow the procedures and processes as defined on the Management System Support Office web-site (http://xnet.dfrc.nasa.gov/DrydenManagement/DMS/)

C. Recyclable Products: The Contractor shall follow center specific recycle policies and procedures. Also, to the best extent possible, the Contractor shall use and offer recyclable products on the catalog. If using recyclable products are too cost prohibitive, the Contractor shall present the information to the DOCOTR to determine if a waiver needs to be granted.

D. NASA Configuration Control Board (CCB)/and Information Technology (IT): The Contractor shall participate in the required IT Working groups and CCB's where ODIN institutional support is within their domain and, where appropriate, identify changes to DFRC IT systems and services such as:

(a) Infrastructure upgrades
(b) Architecture changes
(c) New software or software releases
(d) Technology changes

2. Desktop

A. Account Service: The Contractor shall provide an account service, which provides items such as email, Meeting Maker, domain, and LiveLink accounts. This would allow personnel assigned to DFRC from external entities (e.g., Universities, Boeing) to connect to the DFRC network using their provided computer. These computers will be signed up as seats when appropriate. However, there is a requirement to establish an additional account seat(s) on full ODIN seats. In these cases the sharing of seats for this purpose shall be in accordance with CIO and IT Security procedures.

B. Broadband Support: The ODIN Contractor shall provide technical support for Dryden ODIN users, in offsite locations, to obtain access to Center's services. The Contractor shall provide broadband connection support for connection to the Dryden network. The customer will have broadband already operational at their location.

C. Remote Location Support: The Contractor shall not be required to provide hardware maintenance services for Dryden ODIN seats located in remote locations (e.g., deployed overseas), until the equipment is returned to the Center (either at the user's center or some other appropriate location). Customer requests/requirements for deviations from this shall be with the approval of the DOCOTR or designee.

3. Telecommunications & Pagers

A. Telephone Systems and Service: In addition to the Code R Enterprise requirements, Dryden's Delivery Order is augmented to include the following. A non-ODIN Contractor will perform engineering and maintenance of the telephone switching system infrastructure. The non-ODIN Contractor will provide ODIN access to DFRC call data recording (CDR) data. The ODIN Contractor shall provide instruments via the catalog. The Contractor shall require an instrument to be ordered from the catalog when the stock of instruments delivered to the Contractor has been depleted. The Contractor shall notify the DOCOTR, in writing, when stock has been depleted prior to having customers place orders at a cost to the Government. The ODIN Contractor will not be responsible for providing dial-tone.

(1) Phone Seat: The ODIN Phone Seat for DFRC has been defined to include:

a. The following elements shall be fully included in the fixed PH1 through PH4 seat pricing.

i. Configuration, operation, and maintenance of the voice mail system including any required maintenance contracts
ii. Engineering, design and price estimates of any cabling and/or upgrades required to support new requirements
iii. Any adds, move, and changes of telephone instruments and features (hardware and software). Software changes to phone features must be done by the current phone contractor. The ODIN Contractor shall coordinate these actions
iv. Maintenance of the current service level of the call processing application.
v. All corrective and preventive maintenance of the telephone cable plant infrastructure, this includes repairing damaged cables (nature damage) and instruments
vi. Telephone database updates
vii. Operator Center

b. Administration, maintenance, operation of this service

i. Phone operators to direct incoming phone calls during specified hours (Monday through Friday, 7:30 a.m. – 4:00 p.m. local time). Initial handling of incoming calls to the general number or the operator are handled by automated call processing then they are the "fail-over" or live voice option.
ii. Off-hours goes to computerized system
iii. Set up voice conferences
iv. Initiate foreign calls
v. Operated central facsimile service, incoming & outgoing for personal not having their own facsimile, and foreign facsimile transmissions

B. Administrative Radios & Pagers: DFRC primarily uses the Air Force Flight Test Center (AFFTC) radio paging system (~300 pagers) and trunked radio system (~250 radios). In addition, DFRC uses approximately 100 conventional radios. ODIN shall not perform system-level maintenance and troubleshooting of the Air Force systems. Commercial paging service is not normally required. The ODIN Contractor shall not be responsible for assigning frequencies. The ODIN Contractor shall issue equipment to users and provide programming setup, maintenance, documentation, user training, inventory control, testing, troubleshooting, repair of the DFRC administrative radios and pagers using the procedures below:

(1) Radio Procedures

a. New radios will be provided by the Government.

b. ODIN shall provide user orientation & training on operation of radios, consisting of a review of DFRC radio procedures for conventional and/or trunked radio, call signs, general radio courtesy. DFRC Frequency Management will control all new or changed call sign assignments.

c. ODIN shall program trunked radios on the Air Force Trunked Radio System. The Air Force and the DFRC Frequency Managers define procedures and capabilities. Conventional radios are programmed with DFRC-owned software and hardware.

d. ODIN shall coordinate radio repairs with the Air Force Land Mobile Radio (LMR) repair group or obtain commercial repair at an authorized repair facility. If available, a replacement radio should be issued while the user's radio is being repaired.

e. ODIN shall be responsible for initial trouble-shooting to determine the location of the fault. Trunked transmitter and repeater equipment is the property of the Air Force and will be repaired by them. DFRC owned conventional transmitter and repeater equipment will be repaired by the Air Force LMR repair group.

f. ODIN shall be responsible for maintaining the database with radio issue information (e.g., call sign, user name, radio serial number, primary operating channel/zone). The database access must be secure. NASA requires read-only access. Period reports are required (e.g., ad hoc, DFRC telephone directory).

(2) Pager Procedures

a. New pagers will be provided by the Government.

b. ODIN shall issue the pager, user manual, and access instructions.

c. ODIN shall program pagers on the Air Force Pager System. The Air Force and the DFRC Frequency Managers define procedures and capabilities.

d. ODIN shall send pagers to the Air Force Land Mobile Radio (LMR) repair group or obtain commercial repair at an authorized repair facility. If available, a replacement pager should be issued while the user's pager is being repaired.

e. ODIN shall be responsible for initial trouble-shooting to determine the location of the fault. Pager system equipment is the property of the Air Force and will be repaired by them. The DFRC owned paging transmitter/repeater equipment will be repaired by the Air Force LMR repair group.

f. ODIN shall be responsible for maintaining the database with pager issue information (e.g., pager ID number, pager serial number, user name). The database access must be secure. NASA requires read-only access. Period reports are required (e.g., ad hoc, DFRC telephone directory).

C. PDA Seat:

(1) Functionality: Provides wireless enterprise solution services capable of providing both voice and data communication. Included with the PDA Seat instrument, the Contractor shall provide the battery, travel and car battery chargers, cradle, carrying case (holster), and ear bud. An initial battery is provided with the PDA seat. Additional batteries are considered a consumable. The Contractor shall provide hardware refreshment of the instruments provided as part of the seat. The Contractor shall provide all required software licenses.

The instruments shall provide the following functions, as a minimum:

a. Silent mode
b. Electronic lock (programmable)
c. LCD display
d. Mute control
e. Automatic redial
f. Call return
g. Caller ID
h. Caller waiting

(2) Standard Services:

Service Type	Service Level	Typical Service Characteristic
Instrument	Voice-Enabled	Voice-enabled Wireless Handheld
Hardware Refreshment	Enhanced	System replacement every 1.5 years
Service Plan	Data with 300 Voice	Unlimited data transmittal; 300 anytime voice minutes per month
Line Type	None	No connection
Voice Mail	Standard	15 minutes of voice mail storage
Feature Set	Cellular	Low battery indicator, roaming, caller ID
Integrated Customer Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Moves/Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
Restore to Service	Premium	Restore to service within 8 work hours

(3) Instrument is added as a service type for the MC Seat. The service description and service levels are defined as:

Service Description: Provides the wireless handheld instrument type.

Service Level	Typical Service Characteristic
Voice-Enabled	Voice-enabled Wireless Handheld
No Instrument Provided	No ODIN-provided instrument

(4) Service Plan is added as a service type for the MC Seat. The service description and service levels are defined as:

Service Description: Provides the required communication service plan based domestic (CONUS) usage. International services will be acquired from the catalog on a per-minute basis.

Service Level	Typical Service Characteristic
Data Only	Unlimited data transmission, but no voice service
Data plus 300 Voice	Unlimited data transmission plus 300 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Data plus 600 Voice	Unlimited data transmission plus 600 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.

NOTE: The Contractor shall also provide the option of selecting a device based upon either the Palm OS or the PocketPC OS.

D. Cell Phone Minutes: For PCell and PDA seat types, the Contractor shall review industry service plans semi-annually to ensure consistency with current industry service plans. Based on this review, the Contractor shall submit a written recommendation to the Government of any proposed adjustments or changes.

4. Special Systems/Facilities:

A. Off-site Facilities: This facility shall be located off-site, in Lancaster, CA, and shall require connectivity to the DFRC network, and service for up to 10 desktop computers. Infrastructure support, hours of operation, and any additional services shall be identified when the ERC is ready to be made operational.

5. Additional Services:

A. Administrative Audio Systems: The ODIN Contractor shall provide setup, maintenance, documentation, inventory control, configuration control, testing, troubleshooting, and repair of the DFRC Public Address system throughout the campus (including hangars, office facilities and laboratories) and other audio systems, such as various conference rooms, VIP viewing areas, Gift Shop, and fly-by tower (lakebed), and for administrative events (e.g., award ceremonies, "all hands") or ceremonies sponsored by DFRC.

The ODIN Contractor will not manage events held in the Integrated Support Facility (ISF).

The Public Address system has a voice announcement distribution leg and a music distribution leg. Office areas receive the music signal as well as the voice announcement signal on dual voice coil speakers with separate volume controls.

B. Maximo Administration: Maximo is a computer maintenance system used by Facilities Maintenance (FM) and their Contractor to track facility work orders, preventative maintenance for facility equipment (e.g., HVAC, boilers). The Contractor shall provide system administration for the MAXIMO application. This shall include documenting Software Discrepancy Change Requests, daily operations of Maximo 4.X server and clients, and direct database changes as requested. New development for screens or reports shall be done via the catalog. Additionally, the Contractor shall support user requests for report and screen modifications (e.g., filters, triggers) and obtain and manage the annual maintenance agreement. The Contractor shall perform DFRC XP Client integration testing and implementation for Windows XP deployment.

X. Glenn Research Center-Unique Requirements/Clauses

1. **Standard Infrastructure Improvements:** The Contractor shall develop on the catalog a fixed price for "standard" or frequently requested infrastructure improvements. When implemented, any physical components purchased to complete the job become the property of the Government. These priced items shall appear in the CSCC and be classified by the categories listed in the table below. Items may not be ordered in multiples nor combined together. Items requiring more than 16 hours to complete shall become a full Infrastructure Upgrade Proposal.

Infrastructure Improvements Classification	Time needed to complete	Typical Examples
Type I	Less than 4 hours	• Installation or Extension of dedicated fiber or copper circuit • Relocation of a network drop
Type II	4 to 8 hours	• Relocation of a network drop involving conduit and/or environmental work (e.g., coordinating asbestos abatement) • Setup of Desktop or Workstation hardware and software for special on-center event
Type III	8 to 16 hours	• Installation of a new cable from a communications room to the faceplate (drop install) • Setup of Desktop or Workstation hardware and software for local event (e.g., Air show, fair)

2. **IMAP and Web-based Electronic Mail:**

IMAP (Internet Message Access Protocol) is a method of accessing electronic mail or bulletin board messages that are kept on a (possibly shared) mail server. It permits a "client" email program to access remote message stores as if they were local. E-mail stored on an IMAP server can be manipulated from a desktop computer at home, a workstation at the office, and a notebook computer while traveling, without the need to transfer messages or files back and forth between these computers.

IMAP's ability to access messages (both new and saved) from more than one computer has become extremely important as reliance on electronic messaging and use of multiple computers increase. It is required technology for location-independent mobile computing.

The Contractor shall provide an IMAP-based electronic mail service that:

- Is fully compatible with Internet and NASA messaging standards (e.g., NASA-STD-2815 NASA Electronic Messaging Architecture, Standards and Products, RFC 822, RFC 2045).
- Provides secure, authenticated, message access and management from more than one computer regardless of network origin.
- Allows access without reliance on less efficient file access protocols.
- Provides support for "online", "offline", and "disconnected" access modes
- Supports concurrent access to shared mailboxes
- Ensures that client software needs no knowledge about the server's file store format.

In addition to secure access via IMAP-enabled clients, the Contractor shall provide a Web-based interface to this service. The Web Interface will work with any W3C compliant browser, be accessible remotely via SSL/HTTPS and will leave no footprint on the client (no locally cached data, including cookies or authentication tokens) enabling true location-independent access. Legacy functions replaced or eliminated by the deployment of the IMAP system will be documented and discussed with the government in advance of deployment, but the replacement or elimination of legacy functions will be expected in order to attain the modern capabilities of the new IMAP server based mail system.

As NASA continues to develop its One NASA Electronic Messaging Service, the Contractor shall remain cognizant of and committed to these requirements, advising the government of any conflicts with the proposed One NASA service in a timely and well-documented fashion.

Deployment of this service will occur within 6 months, and customer transition completed within 9 months of the effective Delivery Order date.

3. Enterprise Data Services:

Enterprise Data can be defined as digitally stored data that is produced, retained, and managed by a NASA organization and is required by the organization regardless of the continued presence or participation of an individual in support of that organization's efforts. Generally, this data category includes information, which falls under the purview of NARA Records Retention rules and regulations.

Key characteristics of this service are:

- High Availability (HA) servers or storage area networks (SANs) providing easily accessible file space for all full seat users.
- Provides native file-system functionality to all full seat users, regardless of platform.
- Enables the consolidation of end user backups by eliminating the requirement to conduct desktop/laptop backups of working data.

Deployment of this service will occur within 6 months of the effective Delivery Order date.

4. Specific Technical IT Security Requirements:

System Level Privileges: Data sensitivity, non-standard system configurations, hardware usage, and other mission-essential requirements will result in non-ODIN employees retaining some level of administrative access to ODIN systems. The Contractor shall provide a mechanism, known as a System Level Privileges (SLP) agreement, which permits Government and Contractor personnel to retain system administration privileges on outsourced systems when required by the data or operation of the system. At least two levels of SLP shall be implemented: shared and exclusive.

1. Shared/Software Installer Mobile User SLP. In this arrangement, ODIN administrators retain full system administration responsibility for the system but provide one or more system users with elevated privileged in order to more effectively maintain software, hardware, or operating system configurations. Subject to Government training, certification, or other restrictions, the Contractor shall establish and maintain procedures that enable the sharing of system level privileges with non-ODIN personnel.
2. Exclusive SLP. In this arrangement, ODIN administrators relinquish all system administration responsibility for a system to a non-ODIN system administrator. Subject to Government training, certification, or other restrictions, the Contractor shall establish and maintain

procedures that enable the transferring of system level access to non-ODIN personnel. The Contractor is relieved of all performance and availability metrics associated with ODIN seats when caused by non-ODIN personnel.

5. **Cable Plant Management - Master Contract Section A.1.10:** The Government will retain ownership of the entire cable plant at Glenn Research Centers including any satellite facilities (e.g., Plum Brook at GRC). The cable plant includes the cabling and network infrastructure for the telephone systems, the local area networks, the video distribution system, intercom systems, and other special circuits and systems.

All conduit, cable trays, messenger cables, telephone poles, underground ducts, manholes, communications racks, mounting panels, patch panels, wall plates, and other media installed to support the plant will remain under Government ownership as well as all fiber, copper, coax and other types of cable that comprise the plant. All concentrators, routers, hubs, repeaters, converters, transceivers, bridges, splitters, taps, connectors, wireless access points, transmitters, and other network devices that constitute the cable plant will remain the property of the Government, including the telephone switch. All documentation, including as-built drawings, pertaining to the cable plant will belong to the Government.

While the government will retain ownership of the cable plant as described above, the Contractor shall have full cable plant management responsibilities. Specifically, the ODIN Contractor shall operate, maintain, and provide configuration management of the cable plant to provide the desktop and telecommunications and networking services required under the contract. These services include all intra (within) building (including desktop to wallplate) and inter (building-to-building) building connectivity. The Contractor shall also be responsible for the configuration management of the cable plant items provided by ODIN for other organizations. This includes the acquisition, installation, testing, operation, documentation, preventative and remedial maintenance, repair, capacity planning, upgrades, demolition, removal, disposal, and excessing of cable plant components.

As a part of the Contractor's obligation to operate and manage the cable plant, the Contractor shall be responsible for funding and furnishing any equipment needed to maintain service delivery in accordance with the requirements and metrics in the Delivery Order. Any new equipment added by the Contractor to the plant will become the property of the Government. NASA tagged equipment removed from service shall be excessed, and new equipment tagged, per established procedures.

In performing work on the cable plant, the Contractor is responsible for adherence to all applicable laws, codes, regulations, and standards. Penalties or fees assessed by external organizations (e.g., OSHA) associated with violations performed by ODIN shall be borne by the ODIN Contractor. The Contractor shall coordinate cable plant work with other center organizations and contractors as directed by the Government to avoid disruptions to the center community and to minimize system(s) downtime. It is the Contractor's obligation to leave all work areas in a cleaned, finished state at the conclusion of any work. All work performed on the cable plant shall be documented by the Contractor consistent with the guidelines in the documentation section contained herein.

The Contractor shall perform preventative maintenance as part of its cable plant management responsibilities. Preventative maintenance shall consist of:

(1) Each manhole shall be inspected at least once every 2 years. Any evidence of damage or issues will be documented and provided to the Government.

(2) Additional inspection of manholes will be conducted in response to evidence of problems.

(3) Cabling infrastructure (e.g., building entry points, comm. cabinets, punch panels) shall be inspected at least once during the Delivery Order. Any evidence of damage or issues will be documented and provided to the Government.

(4) LVID system outbound legs shall be tuned.

6. GRC Archival Capability Service Description:

Archival Service: The Contractor shall establish a new archival service infrastructure to replace the legacy CMASS/Mass Storage system with full operational production status within 6 months of Delivery Order award. The cost of this archival service shall be part of the GRC desktop seats of all personnel using ODIN systems, at the Archival Regular Storage Volume.

Archival data is hereby defined as: *A copy of IT data retained for the purposes of compliance with NARA or NASA Records Retention rules, regulations, or policies, or in the event of a potential future need to re-access this data when it no longer remains on the system which originally produced it.*

The following shall be the minimum capabilities, characteristics and performance elements of the Archival Service:

a. Each archival event shall be accompanied by an electronic data record which fully specifies (to the extent of the information provided by the data owner):

   i. Userid and full name of the data owner

   ii. data owner organization and line supervisor

   iii. date and time of archive creation

   iv. title of data in the archive

   v. title of NASA program to which the archive pertains

   vi. short description of the data in the archive

   vii. size of the data archive on the long term storage media

   viii. a unique archive event number comprised of the date/time stamp and other identifying information

   ix. user proposed archive retention period (used for informational purposes only)

b. The electronic data records of the archival events on file shall be provided delivered to NASA management upon request in Microsoft Excel or other mutually agreed upon format, at period no more frequent than annually, except as provided for through ODIN ad hoc reporting procedures (See DRD ATE-09).

c. Any data stored within the Archival Service shall be available for restoration by data owner request through the ODIN IntelliCenter within 5 full working days. No requests for data restoration shall be accepted from persons other than the data owner of record unless specifically authorized by the Center IT Security Manager (CITSM). Repeated or frequent requests to restore data, in apparent violation of the definition of *archival data* (defined above) shall be brought to the attention of the ODIN DOCOTR for adjudication. Restoration of the data shall consist of providing temporary (5 working day) access to a copy of the data via online network file mount and instructions via electronic mail to the data owner for accessing the data. The temporary online copy of the data shall be deleted after 5 working days.

d. Users or organizations requiring greater archival storage volumes than defined for this service will procure additional storage through ODIN catalog purchases.

e. Continuous user subscription to the Archival Service level shall be required for the data owners of all archival events archival data retention. Archival data without appropriate subscription by a user or funding organization may be, at the sole discretion of the Contractor, deleted and/or removed from the system and the storage media reutilized, after 30 calendar days and electronic mail notification of the data owner and ODIN POC of the data owner organization. Data owners seeking to subsequently re-establish Archival Service after earlier discontinuation of the Archival Service level will require written DOCOTR approval.

f. At the Government's discretion, at the conclusion of the Delivery Order in which the Archival Service is implemented, the ownership of all components, materials, and data required for the implementation and operation of the Archival Service infrastructure, including the long-term storage media, shall be transferred to NASA for a total additional cost of $1.00.

g. The Contractor shall provide for data retention and restoration for archival data for the entire period of the Delivery Order. The intrinsic data longevity of the long-term archival storage media shall be no less than 7 years.

Within 6 months of the full production status of the Archival Service, the Contractor shall completely decommission and dispose of the CMASS/Mass Storage system. As part of the implementation of this new Archival Service the Contractor shall provide for a single full time CMASS/Mass Storage technician dedicated to the task of assisting end users and organizations in the transition of their CMASS data to the new Archival Service storage. Should the government determine that 6 months are insufficient for the data transition and decommissioning of CMASS, the additional personnel time required to assist in the data transition shall be funded via negotiated IUP. Until the decommissioning of the CMASS system is accomplished, the functionality of CMASS shall be maintain by the Contractor as defined below:

Mass Storage Archival System: The Contractor shall fully administer and support an on-going archival *functionality* of the Mass Storage environment and system. Government record retention guidelines and regulations require GRC to maintain archived data even though there is no longer a need to actively use or access the information. This kind of inactive information has been archived onto the HSM tape archival system, and the vendor shall maintain this environment as part of the back-office infrastructure. The vendor may propose alternative architectures to address GRC's inactive data archival issues as long as related legacy issues are addressed. These proposals are subject to review and approval by the Government. For more information on the Mass Storage Environment, refer to the Mass Storage Environment Description document.

On-line, virtual disk drive, active data that currently exists on the Mass Storage System will be subscribed as FILE1 Server Services seats.

The Contractor shall provide the necessary infrastructure, client applications, and server support necessary to provide center-wide subscription of local backup/restore at the Code R standard service level ("regular"). Equipment provided, as the vendor as required to support regular file storage requirements shall augment GFE.

h. Archival Service Storage Volume

Service Description: Provide archival storage space on ODIN provided server or media.

Service Levels	Typical Service Characteristic
None	No server space
Basic	1GB of archival space
Regular	5GB of archival space
Premium	10GB of archival space

7. **Static Lease Dynamic Host Configuration Protocol (DHCP):** Concurrent with the implementation of Windows XP, the ODIN Contractor shall implement static-lease DHCP. For seats, which are not part of the Windows XP rollout, the Contractor will have 1 year after the effective Deliver Order date rollout to transition from statically assigned IP addresses to static-lease DHCP. Seats, which are not transitioned within 1 year of the effective Delivery Order date, shall be considered down, unless waived by the DOCOTR. If the seat does not support DHCP, this requirement will be waived. The ODIN DOCOTR may waive non-full seats from the requirement. The DHCP implementation must support:
   a. Views
   b. Integration between DNS, DHCP and information currently in the end node database (hostname, location, user, system administrator) as well as additional fields
   c. Ability for a single host to appear differently internal to the Center and external
   d. Common database import and export of data

8. **Port-Level Security:** On the Closed network (as defined by NASA Standard 2813) the Contractor shall implement port-level security in areas where the infrastructure supports it within 1 year of the effective Delivery Order date. Any network port, which is not assigned for use, shall be disabled. If portions of the infrastructure do not support this capability, the Government may request an upgrade via the IUP process.

   On the GRC External Services Network, the Contractor shall implement port-level security. Any network port, which is not in assigned for use, shall be disabled. This capability shall be implemented within 6 months of the effective Delivery Order date.

9. **VPN Services:** For the VPN (Virtual Private Network) the Government will provide the licensed software from the Catalog. The Contractor shall provide management and support of the environment. This is based on the following conditions:
   - VPN service delivery mechanisms remain the same as current
   - Authentication is operated via SecurID tokens (2-factor)

10. **MeetingPlace Conferencing:** The Contractor shall maintain and operate the current GRC Latitude MeetingPlace conferencing system that consists of both a voice and data conferencing capability. This system shall be maintained at its present functionality, including maintaining the operating system and application at the latest software levels offered by the vendor. The Latitude MeetingPlace application software shall be upgraded to the latest version within 6 months after vendor release. Production status for both voice and data conferencing capabilities shall be available within 60 days of the effective Delivery Order date. Any required hardware upgrade shall be the responsibility of the Government via an IUP. The cost of this service shall be bundled into the phone seat cost. Any increase in system capability shall be implemented via an infrastructure upgrade proposal.

11. **Wireless LAN Support:** GRC is in the process of deploying a Wireless LAN (WLAN) in buildings 3, 142, 302, 54, 55, 86, 77, 5, 60, 333, 106, 49, 110, 301, and 15. This WLAN is based on the

802.11b standard with equipment from Cisco Systems. The architecture provides for security controls to include strong user authentication, user authorization, and data encryption. This WLAN is assumed to be part of the center network infrastructure and shall be maintained by the Contractor. Individuals who wish to use this WLAN and possess compatible network cards for mobile devices (e.g. Laptops, Palmtops) will be required to subscribe to "Remote-W LAN Access" in the ODIN Model. Back Office functionality associated with wireless connections will be considered "production" at the completion of the IMAP implementation.

As part of this Delivery Order, the Contractor shall provide 45 addition access points within 6 months of the award of the Delivery Order, unless waived by the DOCOTR. The buildings and exact location of these access points shall be negotiated with the DOCOTR. The cost of this expansion shall be bundled into the desktop seat cost. The Contractor shall assume this upgrade to be part of the center network infrastructure and maintained as such.

In addition to the above, the Contractor shall make additional wireless access points available via a restricted CSCC offering. These access points shall become the property of the Government and be fully integrated and compatible with the current GRC WLAN infrastructure. This will allow the Government to increase the coverage area in a specific building or facility to meet customer needs. Acquisition and installation of these additional access points shall be routed through the DOCOTR for approval.

12. **Administrative Radio (AR) Seats:** By the end of this Delivery Order, GRC must migrate its radio operations to comply with narrow band frequency usage. The Government intends to execute this migration via an IUP. Prior to, during, and after this migration, the Contractor shall include the following service elements in the AR seats.
    a. Provide full maintenance coverage.
    b. Provide battery exchange for batteries that have failed.
    c. Program radios when required.
    d. Provide traffic statistics yearly to the GRC frequency manager to comply with NTIA regulations.
    e. Provide customer support for select, appropriate hardware.
    f. Provide customer support for recommended installation solutions.
    g. Maintain repair and maintenance records in Contractor's Remedy Action Request System.
    h. Monitor system daily to ensure proper operation.
    i. Maintain the remote site manager console in a restricted area and with only authorized personnel being granted access to the area.

13. **Pager (PG) Seats:** The Contractor shall provide pager service that shall be made available via the purchases of PG seats. Each seat shall include a pager instrument as appropriate to the service level ordered, a belt clip, and user documentation. The Contractor shall include the following elements within this service.
    a. Numeric, alphanumeric, and 2-way alphanumeric paging
    b. Statewide and nationwide coverage areas
    c. Voicemail
    d. Local and Toll-free number services
    e. Restore to service features

For numeric and alphanumeric offerings, the Contractor shall include in the seat price up to 500 pages per month. For 2-way alphanumeric offerings, the Contractor shall include in the seat price up to 500 packets of usage per month (1 packet consisting of 100 characters). The Contractor shall identify, evaluate, and report to appropriate Government authorities any questionable or unusually high usage of pager services.

The Contractor shall charge for excess pager use pursuant to the pricing established in the CSCC.

14. **LVID Support:** The Contractor shall support the existing GRC video services infrastructure through the purchase of an LVID seat. In addition to the Enterprise requirements for Local Video System Services, the Contractor shall:

    a. Operate and maintain the Glenn TV control center including support for all equipment (e.g., recorders, switches, demodulators, monitors, modulators, character generators) having to do with manipulating audio, bi-directional video, and data signals for distribution across the LINK (i.e. Broadband CATV) system.
    b. Provide cable television services to include a weather channel, news channel, and channels (CSPAN1 and CSPAN2) to cover the proceedings of both congressional bodies (House and Senate).
    c. Operate the GRC message board located outside of Building 500.
    d. Update, maintain, and backup the VBB (Video Bulletin Board).
    e. Coordinate Center Director Messages with Director's staff, the ITC (Imaging Technology Center) and the video conference room operator.
    f. Record programming as required which could include the utilization of video cameras to record live conferences/seminars.
    g. Offer replacement televisions and monitors in the catalog.
    h. Provide support for new installations of televisions and monitors purchased off the catalog.

15. **PA1 Seats:** For GRC, the PA1 seat is defined as providing support of intercom systems installed in various center buildings and facilities. The Contractor shall include the following service elements in the PA1 seats:

    a. Provide support, maintenance, and repair of all existing permanently installed intercom systems including the instruments and interconnecting cabling as described in the **O&EI System** and **10A2Intercom Systems** environment descriptions.
    b. Provide telephone functionality to intercom systems by interface with the GRC PBX.
    c. Support intercom/public address functions such as paging and station-to-station conversations without dialing a phone number.

16. **Special Purpose Networks:** The scope and technical breadth of GRC's mission is such that unpredictable requirements arise for special purpose networks to support new agency requirements. The responsibility for analyzing the requirements will reside with the Government, but because of the ODIN Contractor's expertise and day-to-day operations, it is expected that the ODIN Contractor may be involved in the analysis and design of the technical solution. Once the network design is approved, the implementation, day-to-day operations, and maintenance of the new special purpose network shall become the responsibility of the ODIN Contractor. Since the number of these networks and the subsequent scope of the associated network support services are not known in advance, the provision of these services will be addressed by an infrastructure upgrade.

17. GRC Seat and Service Model Variations - Master Contract Section E:

The following variations, revisions and clarifications to the Communication Service Model, Master Contract Section E, are applicable:

Phone Service

Instrument

a. For PH1, "None" is an option.
b. For PH3, "Single" is not an option.
c. For PH3 and PH4, "Dual is not an option.
d. For PH1 and PH2, "Multi-12/14" and "Multi-24/28" are not options.

Line Type

e. For PH1, PH2, and PH4, "Analog" is the standard.
f. For PH3, "Analog" is not an option.

Voice Mail

g. For a PH1, "Standard" and "Enhanced" are not options.
h. For a PH2, "None" is not an option.
i. For a PCell, "None" is an option. The standard level is "Standard".

Feature Set

j. For a PH4, "Standard" and "Enhanced" are not options.

Moves/Adds/Changes

k. For all Phone seats, "Enhanced" is not an option

Restore to Service

l. For all Phone seats, "Basic" is not an option, "Regular" is an option, and "Premium" is the standard.

FAX Service

Moves/Adds/Changes

a. For all FAX seats, "Enhanced" is not an option

Restore to Service

b. For all FAX seats, "Basic" is not an option, "Regular" is an option, and "Premium" is the standard.

LVID Service

Restore to Service

a. For the LVID seat, "Basic" is not an option, "Regular" is an option, and "Premium" is the standard.

LAN Service

Moves/Adds/Changes

a. For all LAN seats, "Enhanced" is not an option

Restore to Service

a. For all LAN seats, "Basic" is not an option, "Regular" is an option, and "Premium" is the standard.

PAGER Service is a new service there are no changes from the Master Contract.

18. **Data Facilities Support:** GRC develops and maintains steady state data acquisition systems, central data collection systems and experimental data post-processing systems. These data systems consist of computers, network components and data acquisition hardware to support the experimental test facilities at the Glenn Research Center and the Plum Brook Station Site. The support services for these mission critical systems are currently provided under the performance-based PACE contract. These services include preventative and remedial hardware maintenance, installation, removal, calibration, engineering revision maintenance, component fabrication, operation, specialized system administration, application development and configuration management. Currently, ODIN support for these systems are primarily limited to providing LAN connectivity and initial (Level 1) help desk activities. It is anticipated that an increasing amount of Data Facilities support will migrate to ODIN with appropriate seat subscription. The Contractor shall support the ODIN Project Office in these efforts.

19. **Userid Administration:** As long as number of userids does not exceed the number of seats, the Contractor shall provide userid's to full seats and NAD's at no additional cost. Excesses will be handled as a non-network NAD or an ACCOUNT seat.

20. **Spam Filtering:** The Contractor shall provide spam filtering at the gateway with the following characteristics:

    a. Ability to identify, evaluate and monitor new mail messages for non-productive and malicious spam at the gateway using heuristic tests.
    b. Multi-tiered spam filtering levels of sensitivity, adjustable by the service administrators.
    c. Ability to quarantine or delete detected spam at the gateway to prevent downstream congestion.
    d. Ability to tag incoming e-mail with a header (e.g., X-SPAM) that end-users can subsequently utilize to vet mail into a SPAM or BULK mail folder.
    e. An integrated update service that enables automated network updates to the filter list on a user-defined schedule.
    f. Customizable filters that enable service administrators to create domain- and IP-level blacklists and whitelists as well as lock out entire ranges of IP addresses.
    g. False positives shall be less than .5 percent of all detected spam.

21. **Asset Transition Value for Infrastructure Upgrade Proposals:** At the Government's discretion, at the conclusion of the Delivery Order, the ownership of all components, materials, and data required for the implementation and operation of the IMAP system, SPAM Filtering System, and Archival Service Infrastructure, including the long-term storage media, shall be transferred to the Government for a total additional cost of $1.00. The Contractor shall provide an appropriate asset transition value in the event the Delivery Order is terminated earlier than 36 months.

22. **Performance Retainage Pool:** The PRP will be awarded on a discretionary basis based on a surveillance plan that is mutually agreed to by both parties. Seventy-Five percent will be objective based on the current surveillance plan methodology and 25 percent will be subjective based on the Master Contract PRP criteria (Master Contract Section A.1.8).

23. **GRC Center Unique Attachment: The following GRC Attachment is applicable:**
    A. Summary Table of GRC Seats and Services
    B. List of Government-Furnished Property

Attachment A
Summary Table of GRC Seats and Services

Master Contract Table E.2.3.1, Communication Seats
Modified to reflect GRC Seat/Service Standard and Optional Service Levels

Phone Service

Phone Type	PH1	PH2	PH3	PH4	PCell
Instrument					
None	O				
Single	S	S		S	
Dual	O	O			
Multi-12/14			S		
Multi-24/28			O		
Cellular					S
Line Type					
None					S
Digital			S		
Analog	S	S		S	
Voice Mail					
None	S		O	S	O
Standard		S	S	O	S
Enhanced		O	O	O	O
Feature set					
Standard	S	S	O		
Speaker	O	O	O	S	
Enhanced	O	O	S		
Cellular					S
Moves/Adds/Changes					
Regular	S	S	S	S	S
Enhanced					
Restore to Service					
Basic					
Regular	O	O	O	O	O
Premium	S	S	S	S	S
Enhanced	O	O	O	O	O
Critical	O	O	O	O	O

S = Standard Offerings

O = Optional

FAX Service

FAX Type	FAX1	FAX2	FAX3
Unit			
Standard	S		
Portable		S	
Enhanced			S
Moves/Adds/Changes			
Regular	S	S	S
Enhanced			
Restore to Service			
Basic			
Regular	O	O	O
Premium	S	S	S
Enhanced	O	O	O
Critical	O	O	O
Option set			
Secure	O	O	O
Mission Critical	O	O	O

Local Video Service

Video Type	LVID1
Connection	
Standard	S
Restore to Service	
Basic	
Regular	O
Premium	S
Enhanced	O
Critical	O
Option set	
Cable TV services	O
Video Connection	O
Cable feed select	O

S = Standard Offerings

O = Optional

LAN Service

LAN Type	LAN1A	LAN1B	LAN2A	LAN2B	LAN3A	LAN3B
Unit						
Single	S		S		S	
Network		S		S		S
Connection						
Regular	S	S				
Fast			S	S		
Huge					S	S
Moves/Adds/Changes						
Regular	S	S	S	S	S	S
Enhanced						
Restore to Service						
Basic						
Regular	O	O	O	O	O	O
Premium	S	S	S	S	S	S
Enhanced	O	O	O	O	O	O
Critical	O	O	O	O	O	O

Pager Service

Pager Type	PG1	PG2	PG3
Unit			
Numeric (Statewide, local number, 500 pages/month)	S		
Alphanumeric (Statewide, local number, 500 pages/month)		S	
2-Way (Nationwide, local number, 500 packets/month)			S
Voice Mail			
None	S		
Basic (30 sec; 10 messages; 24 hrs)	O	S	S
Regular (60 sec; 20 messages; 72 hrs)	O	O	O
Feature Set Enhancements			
Octel message notification (outcalling)	O	O	O
Numeric (Nationwide, 8XX#, 500 pages/month)	O		
Alphanumeric (Nationwide, 8XX#, 200pages/month, email)		O	
Personal toll-free number (8XX#)			O
Restore to Service			
Basic			
Regular	S	S	S
Premium			
Enhanced			
Critical			

S = Standard Offerings O = Optional

Attachment B

List of Government-Furnished Property, Dated 3/29/04

This attachment will be submitted electronically to the Contractor at Delivery Order start by the GRC DOCO.

XI. Langley Research Center-Unique Requirements/Clauses

1. **LaRC Network:** LaRC's local area network (LaRCNET) is a **critical element** of LaRC's information systems infrastructure; it transports **all** mission and administrative data on the Center. The Network and Computer Systems Branch (NCSB) is the Government entity that defines network policy and architecture at LaRC.

It is anticipated that LaRCNET across the entire Center will be upgraded to Category 5E cabling by approximately Fiscal Year 2006, depending on the availability of funding. All work to implement the Center upgrade will be accomplished by separate Government action; however, the ODIN Contractor is fully responsible for Operations and Maintenance of the network including as the network upgrade progresses.

The Government is responsible for all analysis and for the development/definition of future architectures to which the current implementation of LaRCNET will migrate. No infrastructure device shall be placed on the network without notification and concurrence of the Government.

The LaRC Network Operations Center (NOC) shall be maintained on-site at LaRC. At a minimum, the NOC shall be staffed from 6:00 a.m. to 6:00 p.m. The operating environment of LaRCNET shall be monitored 24 hours per day x 7 days per week. In addition to the monitoring activities, the operational integrity of the network shall be checked with anomalies reported to a network technician/analyst at least once during each of the following timeframes:

1:00 a.m. to 5:00 a.m. on Government workdays
7:00 p.m. to 11:00 p.m. on Government workdays
2:00 a.m. to 6:00 a.m. on non-workdays (i.e., weekends and holidays)
8:00 a.m. to 3:00 p.m. on non-workdays
4:00 p.m. to 11:00 p.m. on non-workdays

The ODIN Contractor shall provide full support for the current implementation of LaRCNET as well as equipment replacement in conformance with the LaRCNET Approved Equipment and Replacement Matrix, LaRC Attachment A. This includes all services and support necessary to operate and maintain the network on a day-to-day basis, including:

a. Acquisition and configuration of physical elements of the network, including Cable Plant and Electronic Infrastructure (e.g., network switches, bridges, routers, end-equipment, test & analysis equipment) in accordance with the equipment standards defined in the LaRCNET Approved Equipment and Replacement Matrix document;
b. Installation and operational checkout of new Electronic Infrastructure equipment and Cable Plant segments;
c. Removal of inactive network connections via removal of punch-down and/or patch cables;
d. Analysis, evaluation and repair of any condition which has caused an interruption to network service;
e. Maintenance and repair of the Cable Plant and Electronic Infrastructure in accordance with the standards documented in the LaRCNET Approved Equipment and Replacement Matrix;
f. User help/support desk functions;
g. Domain Name Service.

During prime shift (i.e., 6:00 a.m. through 6:00 p.m.) on standard Government workdays, the ODIN Contractor shall initiate immediate corrective maintenance for critical problems and shall initiate corrective maintenance for isolated problems within 2 contiguous hours. During other than prime shift, the ODIN Contractor shall provide corrective maintenance for critical or isolated problems within 4 hours. In instances where prime shift begins before the end of the 4 hour non-prime response time, response time shall be provided within 2 contiguous hours of prime shift start or the expiration of the initial four hour corrective maintenance time, whichever is less. Maintenance and repair of non-critical problems may be delayed until the next prime shift.

The ODIN Contractor shall support the upgrade of LaRCNET by replacing failed electronic infrastructure equipment with devices that conform to the standards documented in the LaRCNET Approved Equipment and Replacement Matrix. Upgrade support shall include creation and maintenance of sub-networks utilizing the current infrastructure. It shall also include support for small-scale networks of 16 or less that utilize devices that conform to the standards in the LaRCNET Approved Equipment and Replacement Matrix. Large-scale upgrades will be handled by separate contract actions (i.e., Delivery Order modification or other contractual agreement). The Contractor shall provide full connectivity for all LaRCNET connections (for GP/SE, NAD, and LAN seats), including cabling from the wall plate to the networked device (as limited by Cat 5E specifications.)

2. **Cable Plant Management:** The ODIN Contractor shall be responsible for the Center's cable plant management and associated services, including providing configuration drawings and providing full maintenance and operations of the cable plant and infrastructure. The Government will retain ownership of the entire cable plant, including all existing cable plant infrastructure and all items that are later replaced, added, or modified. No changes shall be made to the cable plant without the DOCOTR's approval. The Contractor shall provide sufficient connections to all end devices and networks.

   The Contractor shall maintain the existing infrastructure in order to at least maintain existing LAN services. The cost for meeting these service levels shall be bundled into the seats that include network connectivity (i.e., SP, SE, NAD, and LAN seats).

   The entire network infrastructure, including all cabling and electronic equipment, is considered part of the cable plant. Regardless of the approach that is used by the contractor to add, replace, or modify the cable plant, the entire cable plant infrastructure is completely owned by the Government and there shall be no asset transition value charge for any of the cable plant items.

3. **LaRC Login Domain Services:** As part of ODIN network services, the ODIN Contractor shall provide master account domain services including, but not limited to, support for authorized users requiring access to Government data, electronic mail access. Additionally, the ODIN Contractor shall perform routine checks to proactively maintain accounts (e.g., deleting accounts of employees who no longer work at LaRC).

4. **Post Office Service:** In accordance with Master Contract Section E.1 that defines desktop services including bundled network services, the ODIN Contractor is responsible for LaRC's e-mail system. The ODIN Contractor will provide all services and functions required to operate and maintain the Center's e-mail service. These include:

   a. Electronic mail services for NASA-supported projects and missions, including Civil Servants, Contractors, University Personnel, etc.
   b. E-Mail accounts
   c. Distribution lists (managed by the ODIN Contractor or authorized Government personnel)

d. Off-site accounts added to the global address list
e. Operation and maintenance of the e-mail servers (the Government is responsible for acquisition of these systems)
f. Refinement/Development of the existing post office, including, but not limited to:
    i. Program support for email administrative tools, including providing information on the addition or deletion of accounts.
    ii. Program support for agency initiatives such as the inclusion of the UUPIC numbers, Agency ePayroll initiative and/or additional OneNASA Email changes as approved by the DOCOTR.
    iii. Program support for changes due to enhanced feature sets.
g. Interfacing to the COTS vendor, Syntegra, to resolve problems and/or futher development.

Up to 30 percent of Post Office accounts may be for users who do not have a NAD, GP, or SE seat when no other back-office support other than an email account is required.

5. **Directory Services:** As submitted via the Langley Form 41, Directory Change Notice, the Contractor shall update systems that provide daily updates to the directory services information within 24 hours of receipt of the Form 41.

6. **Special Purpose Networks:** The scope and technical breadth of LaRC's mission is such that unpredictable requirements arise for special purpose networks to support new mission requirements. As with LaRC's local area network, the responsibility for responding to such requirements will be divided between the Government and the ODIN Contractor (i.e., the Government will be responsible for the analysis of requirements and the architectural design of the associated special purpose network). Because of the ODIN Contractor's expertise and day-to-day LaRCNET operations experience, it is expected that the ODIN Contractor may be involved with analyzing requirements and designing special networks. Once the Government approves the network design, the implementation, day-to-day operations, and maintenance of the new special purpose network shall become the responsibility of the ODIN Contractor. Since the number of these networks and the subsequent scope of the associated network support services are not known in advance, the provision of these services may be addressed by a Delivery Order modification if/when special purpose network requirements develop.

7. **Wireless Network Support:** The Government plans to implement a centrally managed wireless network based on IEEE 802.11 standards. The installation/implementation of the infrastructure to support wireless networking will be performed via the infrastructure upgrade process.

Once the infrastructure is in place, the Contractor shall provide support for the wireless network as part of the fixed seat prices. Support shall include maintaining and managing the infrastructure devices, user authentication, connection accountability, and appropriate data confidentiality.

For ODIN full desktop and laptop seats, subscription to the Remote-W LAN service level shall include provision of the appropriate wireless network interface device. For NADs, end users will obtain the appropriate wireless network interface device for their client, and will also subscribe to the Remote-W LAN service level. The Contractor shall offer wireless network interface devices in the ODIN catalog consistent with Center networking standards.

Temporary visitor services will utilize the Public Network described in the section "Public Network Support". The Contractor shall provide user support including assistance in connecting from client computers to the Contractor-supported access points as well as assistance with user accounts and authentication.

8. **Public Network Support:** The Government plans to implement a centrally managed network called a Public Network. The Public Network is intended to support wired and wireless guest access requirements as well as wireless requirements for LaRC personnel, and will also allow connectivity for special projects that require access to external resources in a fashion less secure than the internal networks. Due to security considerations, all connections, aside from the pre-approved guest wireless devices, are subject to Government concurrence. Installation of the public network infrastructure will be performed via the infrastructure upgrade process.

   Once the infrastructure is in place, the Contractor shall provide support for the Public Network as part of the fixed seat prices. Support shall include maintaining and managing the infrastructure devices, connection accountability, user authentication in the case of wired guest and visitor connections, and written user instructions suitable for posting at the connection jack.

9. **Dynamic Host Configuration:** In accordance with LaRC's network architecture, the Contractor shall manage dynamic host configuration via the dynamic host configuration protocol (DHCP) services. The system will provide redundant capabilities with at least one back-up machine. The system shall be consistent with the LaRCNET database.

10. **Information Technology (IT) Security Roles and Responsibilities:** IT security (ITS) is an inherently governmental function under the auspices of the Langley Chief Information Officer. IT security includes the operations, configuration, maintenance and monitoring of all devices connected to LaRCNET for the purposes of intrusion detection, vulnerability scanning, monitoring on-going IT security incidents (sniffers), penetration testing, two-factor authentication services, virtual private networks and firewalls, including project firewalls that are not on the perimeter of LaRCNET. Accordingly, these specific activities will not be the responsibility of the ODIN Contractor. These ITS devices are an integral part of the operation of LaRCNET; LaRCNET cannot be operated without these infrastructure devices in place. The Contractor shall provide network connectivity for all ITS infrastructure devices at no additional charge.

    The Government also specifies the policies and configurations to be used on devices on the perimeter of LaRCNET to include, but not be limited to, border routers, servers for Langley Remote Access (LaRA) authentication, routers for the Atmospheric Sciences Data Center, DECNET, Langley Air Force Base, local Contractors, and Cox Internet. These configurations may not be changed without the explicit permission of the CITSM, except in an emergency situation, in which case the CITSM will be notified at the earliest possible moment to ratify the emergency action or to direct that it be modified.

    Other services such as the X.500 Directory, the LaRC E-mail Post Office, and Domain Name Service (DNS) are critical to IT security. In particular, the X.500 Directory supports both the E-mail Post Office and the Public Key Infrastructure (PKI). A non-ODIN contractor will operate the Registration Authority for the PKI through the LaRC Security Office. The configuration of these systems will be based on policy given by the CITSM and will receive extensive scrutiny which may include specific direction to institute particular protective measures, possibly on short notice. Additionally, the E-Mail Post Office shall scan both incoming and outgoing e-mail for viruses and other hostile code.

    The ODIN Contractor shall be responsible for the maintenance and operations of all devices (hardware and software) that comprise the remainder of LaRCNET. These components include, but are not be limited to, the Isolation Local Area Network (ISOLAN), the LaRCNET Backbone, all Ethernet segments within Langley buildings, and any LaRCNET segments that may be external to the Center firewall. The ODIN Contractor shall be responsible for the maintenance and operations of all devices (hardware and software) that comprise Langley-owned sub-networks outside the firewall. The ODIN Contractor shall comply with all NASA and Langley IT security policies. It shall

not permit any system to remain connected to LaRCNET if it is physically connected to another network or to has an active modem, without explicit written authorization from the CITSM.

The ODIN Contractor shall report anomalous network behavior to the appropriate Langley Offices or non-ODIN contractors. The ODIN Contractor shall configure, operate and manage all devices (such as sniffers) that are designed to monitor the performance of the network, but only to isolate performance or configuration problems. If these devices do uncover any suspicion of unauthorized utilization, suspected IT security incident (as defined in NPR 2810.1) or non-compliance with Langley minimum IT security configuration (LAPD 2810.2), the anomaly shall be immediately reported to the CITSM.

Under the guidance of the CITSM, the ODIN Contractor shall take action to isolate specific systems from the remainder of LaRCNET as the result of a suspected incident or severe vulnerability. The ODIN Contractor shall reconnect systems that have been so isolated only at the direction of the CITSM. Additionally, the ODIN Contractor shall be responsible for prompt, efficient and professional coordination with the non-ODIN contractor for all suspected IT security incidents, including facilitating the installation of devices such as sniffers by the non-ODIN contractor to investigate and monitor these incidents. The ODIN Contractor shall not perform any IT security vulnerability scanning or monitoring without the explicit written direction of the CITSM.

The ODIN Contractor shall not permit any system with known high-risk vulnerabilities or vulnerabilities identified by the NASA or Langley CIO to be or to remain connected to the network, without the explicit written permission of the CITSM. When such vulnerabilities are discovered on ODIN managed seats, the ODIN Contractor shall take corrective action as defined by the CITSM within 2 weeks or sooner.

The ODIN Contractor shall procure Center-wide licenses and maintenance for Symantec's anti-virus software and shall ensure that it is installed on all full ODIN seats and made available to non-ODIN systems by providing download, installation, and configuration information. The anti-virus software shall be kept current through frequent, periodic, automatic updates. The ODIN Contractor shall provide the only authorized managed version of Symantec's anti-virus software to the entire Center, including non-ODIN systems.

Similarly, the ODIN Contractor shall procure Center-wide licenses and maintenance for the Entrust PKI certificates and plug-in software, and shall ensure that it is installed, operational, and current on every full ODIN seat, and available for download/installation by non-ODIN systems.

The ODIN Contractor shall also provide customer support for anti-virus and PKI software for all Langley systems. The ODIN Contractor shall facilitate IT security plans for any systems that contain primarily ODIN seats. It shall also support audits and risk assessments conducted by the Government or its representatives for any systems or devices connected to LaRCNET. The ODIN Contractor shall facilitate the escalation of any activity that may impact performance and availability or cause non-compliance with NASA or LaRC policy or procedures.

The non-ODIN contractor will be available to assist the ODIN Contractor in the identification, isolation, and development of resolution strategies for anomalous internal LaRCNET behavior.

11. **Help Desk Support Using LaRC Virtual Private Network (VPN):** The ODIN Help Desk will be provided with remote access to LaRCNET through the Center's Virtual Private Network (VPN) in order to provide the following services to Langley users:

    a. Reset Personal Identification Number (PIN) for RSA SecurID Authentication.
    b. Emergency Password Creation for VPN Access when RSA SecurID Token/Fob is in failure mode (e.g., flashing 8's on the LED).
    c. Reset MeetingMaker and Post Office passwords.
    d. Reset passwords for the Langley Windows 2000 domain.

    These services shall be available to all LaRC users 24 hours a day x 7 days a week, however, none of these services shall be provided unless the user satisfactorily responds to on-line challenges to verify his/her identity. The help desk shall use at least two of the three challenges for every reset. If no on-line challenges/responses exist, the help desk shall transfer the trouble ticket to the appropriate ODIN or ConITS personnel at Langley. In all cases, the help desk shall notify computer-security@larc.nasa.gov of each action (not including password resets) and the Langley user who requested the action.

12. **Marimba Desktop/Mobile Manager:** The Contractor is fully responsible for operations and maintenance of the Marimba Desktop/Mobile Manager, which is considered part of the LaRCNET infrastructure. The Contractor shall provide day-to-day operations, maintenance, and security support for the Marimba servers, LDAP servers, and ODIN full seat clients. All costs shall be bundled into the full seat prices.

    The Contractor shall also support Center-wide deployment and use of Marimba by offering catalog items for Marimba services and support for non-ODIN systems and/or administrators at LaRC. ODIN-provided catalog services shall include, but not be limited to:

    a. Client installation (for inventory purposes only)
    b. Client installation (for inventory and software distribution capabilities)
    c. Shared Server Administration Start Up (including server training, tuner packaging training, application packaging training, account configuration, and 30 days of ODIN support for new administrators.) Shared administration is defined as having administrative control over tuner packaging/configuration, package publishing, subscriptions, collections, custom queries, and administrative authorizations (for adds, deletes, and changes.)
    d. Follow-on administration support (additional 30 days of ODIN support for administrators.)
    e. Application packaging support (per package, not application)

    The Government will provide all required licenses, vendor maintenance support, and associated server hardware. Marimba infrastructure components (e.g., software, hardware, cabling) shall remain the property of the Government and shall not have any associated ATV.

13. **Support for Linux:** The Contractor shall provide full support for Linux on full PC Platform seats and shall allow substitution for Microsoft Windows operating systems.

14. **Local Peripherals:**
    a. Maintenance for existing local peripherals (e.g., attached printers, scanners, external hard-drives) will be accomplished through sign-up of the peripherals as MA Peripheral seats, and their pricing shall be calculated as a percentage of the Gross Asset Value (GAV).
    b. Maintenance for Government-owned color printers (and any other hardware devices agreed upon) will be accomplished through sign-up as MAPR2 seats, and their pricing shall be calculated as a percentage of the Gross Asset Value (GAV).
    c. The following variations, revisions, and clarifications to the Desktop Service Model, Master Contract Section E, are applicable:
    d. For MA Peripheral and MAPR2 seats, Hardware Maintenance is the only applicable maintenance service. (ODIN Application Software Support System and Software Maintenance are not applicable.)
    e. For MA Peripheral seats:
        (a) Premium is the standard service level.
        (b) Regular is an option.
        (c) Basic is not an option.
    f. For MAPR2 seats:
        (a) Premium is the standard service level.
        (b) Regular is not an option.
        (c) Basic is not an option.
        (d) Enhanced is not an option.
        (e) Critical is not an option.

15. **Informed Filler:** Informed Filler is a component of the LaRC Standard Load, and is currently served via the LaRC key server. The Contractor shall continue to support the current key server infrastructure so that concurrent-use licenses can continue to be utilized by all full seats, or the Contractor shall provide single-user licenses for all full seats. All costs shall be bundled into the desktop seat prices. Additionally, an ODIN catalog item shall offer Informed Filler to non-ODIN systems.

16. **Access to Remedy for Non-ODIN Service Providers:** The Contractor shall provide direct access to Remedy for the ConITS Help Desk, which supports business applications, including IFM.

17. **Communication Seats/Service Model Variations:** The following variations, revisions, and clarifications to the Communication Seat/Services Service Model, Master Contract Section E, are applicable to this Delivery Order:
    a. Moves/Adds/Changes (M/A/C): Enhanced is not an option.
    b. Restore to Service: Basic is not an option; Regular is an option; Premium is the standard.
    c. For PH1 seats, "None" is an instrument option. No phone instrument shall be provided when the None instrument service level is selected. This service level is intended for use with special or customer-provided equipment that utilizes a phone line.
    d. The following seat definitions are applicable to the Langley Telephone System (LaTS):
    e. PH1 is an analog phone line. "None" is the standard instrument service level (no instrument), and Single-line instrument is an option.
    f. PH2 is a digital line. Single-line is the standard instrument (ROLMPhone 120)
    g. PH3 is a digital line. Dual is the standard instrument type (ROLMPhone 240), and Multi-24 (ROLMPhone 400) is an option.
    h. LaRC Attachment B documents PH seat service level standards and options.

18. **Combined Cell Phone (CP) & Personal Digital Assistant (PDA) System:** The PCell seat shall offer a PDA optional service level capable of delivering both voice and data communication. The CP System shall include a battery, travel and car battery chargers, cradle, carrying case (holster), and ear bud. An initial battery shall be provided with the CP system, and additional batteries are considered consumables. The device and associated software shall be capable of accessing the center-wide calendaring system and shall allow the display and editing of the user's calendar. The device and provided e-mail application shall be capable of directly connecting to the center's e-mail server using POP3 or IMAP through the service's data network connection. The e-mail application provided shall also be capable of sending, receiving, and opening attachments. The Contractor shall provide software to enable the native review, creation, and editing of standard MS Office documents including Word, Excel, and PowerPoint documents. The Contractor shall provide hardware refreshment of the instrument every 1.5 years, and the Contractor shall provide all required software licenses. CP Systems shall include unlimited data transmission and 500 anytime national minutes per month, with no roaming or long-distance charges.

The instruments shall provide, at a minimum, the following functions:

a. Silent mode
b. Electronic lock (programmable)
c. LCD display
d. Mute control
e. Automatic redial
f. Call return
g. Caller ID
h. Caller waiting

The Contractor shall also provide the option of selecting a device based upon either the Palm OS or the PocketPC OS.

19. **Commercial Telephone Service:** The Contractor shall provide local trunk service, international service, and long distance overflow service for the LaRC Telephone System, and shall have full responsibility and accountability for these services, including paying the monthly invoices. At the start of each Government fiscal year, the Government will pay the projected yearly service costs and at the end of each Government fiscal year, the telephone service account will be reconciled as follows unless otherwise documented in the Delivery Order:

a. If actual telephone service costs are less than the projected yearly service costs, the Contractor shall issue a credit to LaRC (i.e., the Government) for the difference between the projected and actual costs. The credit shall be applied to the next year's annual cost projection amount. For the final year of the delivery order, the credit shall be applied to the final basic monthly invoice.

b. If actual telephone service costs are more than the projected yearly service costs, the Contractor shall invoice LaRC (i.e., the Government) for the difference between the projected and actual costs.

Telephone Service (Commercial)								
Year	Projected Service Cost		Handling/ G&A	Fixed Fee	TOTAL PROJECTED	ACTUAL Cost	* Reconciled Difference	Action
1	$581,200	+	$38,767 +	$30,999 =	$650,966	$TBD	$TBD	
2	$TBD	+	+	=	$TBD	$TBD	$TBD	
3	$TBD	+	+	=	$TBD	$TBD	$TBD	

* Reconciled Difference equals Actual less Total Projected.

20. **Voicemail Limit:** Master Contract Section E.3.3.1 is revised to be standard 30 minutes of storage, and the enhanced service level shall include 60 minutes of storage.

21. **Call Detail Recording and Reporting:** In accordance with the Enterprise requirement for Phone System/Service Infrastructure support, the Contractor shall support, operate, and maintain the Call Accounting System that uses the LaRC telephone system's call detail recording (CDR) and provides reporting and querying capability.

22. **Remote Communication Service:** The ODIN Contractor shall provide operations support and maintenance for the remote communications infrastructure, including, but not limited to, support for protocols such PPP and IP, and provision of real time usage reporting. Additionally, the Contractor shall:

    a. Manage the archiving of Langley Remote Access (LaRA) User Account Request forms.
    b. Generate statistical information on the usage of the remote communications infrastructure.

23. **RC1 Seats:** In Master Contract Section E.2.3.8.1, the functionality of an RC1 seat is revised to be: "Provide analog dial-in service that supports transfer rates up to 56Kbps/v.90 standards and digital dial-in ISDN service that supports transfer rates up to 128Kbps."

    RC1 seats shall be available to any and all authorized users (i.e., all LaRC employees may request and shall be provided user accounts if so authorized). The Government will procure additional RC1 seats when and/or if additional remote communications capacity is required, i.e., when an increase in the number of simultaneous connections is required.

24. **RC3 Seats:** The Government currently utilizes T-1 LAN interfaces to provide network connectivity to near-site Contractor locations and intends to purchase RC3 seats to continue this functionality. For these RC3 seats, the ODIN Contractor shall provide, maintain, and support the T-1 LAN interface equipment at both ends of the T-1 circuit, but the ODIN Contractor is not responsible for providing the leased line(s) between the off-site location and the Government's demarcation point.

    When T-1 circuits are used to provide network connectivity to on-site buildings, they are part of the LaRCNET infrastructure and shall be supported by the Contractor without the Government purchase of RC3 Seats.

    The Government utilizes wide area network (WAN) connections that terminate on Ethernet and Fast Ethernet interfaces. In cases where the far-end facility is considered an extension of the LaRC campus, the Contractor shall maintain the equipment at both ends of the wide area connection and treat the facility as an extension of LaRCNET. In cases where the far-end facility is a non-LaRC facility, the Contractor shall maintain and manage the local network equipment and, on a case-by-case basis, the Government will make the determination as to whether the Contractor will manage the far-end equipment.

25. **Video Systems Engineering Support:** The LaRC video system is currently primarily analog, but is moving towards being a digital facility by Fiscal Year 2009. The Contractor shall support the current analog equipment and technology and shall also provide qualified expertise of RF video systems to design, operate, and maintain an RF distribution system on the Center, including providing engineering and consultation on analog and digital video/audio theory and operation, video servers, computer controlled video/audio routing systems, fiber optic audio/video distribution, and IP video distribution.

26. **LaRC Video System Services:** In addition to the requirements for Local Video System Services enterprise requirements, the following shall be performed by the Contractor:

    a. Cleanup and removal of old coax cable throughout the Center.
    b. Routine inspection of the outside distribution plant.
    c. Routine signal level monitoring and adjustment.
    d. Routine signal leakage monitoring.
    e. Maintain current system engineering drawings.
    f. Installation of new fiber optic transmitters and receivers for the baseband video distribution system. Hardware will be Government-provided.
    g. Upon failure, replacement of amplifiers and taps with "smart" amplifiers and taps, or replacement of the existing coax cable, amplifiers, and taps with a fiber optic distribution system.
    h. Replacement of the LNBs on the Simulsat satellite dish. The hardware will be Government-provided.
    i. Installation of an antenna tower at Bldg. 1201 to replace the antenna currently on the roof of Bldg. 1268B.
    j. Replacement of the video/router with an analog/digital router. Hardware will be Government-provided.
    k. Support for the transition of the LaRC NASA TV satellite uplink feed to a digital network feed via ATM.
    l. Installation of equipment for distribution of digital TV channels on the CATV system.

27. **Video Teleconference System (ViTS) Coordinator, Operator, and Scheduler Services:** For LaRC's main ViTS located in Bldg. 1201 and for three ViTS Roll-About (VRA) systems located in Bldg. 1268/rm 2033, Bldg. 1219/rm 225, and in a third location to be determined, the Contractor shall fulfill ViTS Operator Services responsibilities comprised of, at a minimum, the following:

    a. Schedule conferences, search for rooms and times to schedule conferences between participants at LaRC and at other Centers, and make changes to times and locations for scheduled conferences.
    b. Make changes to conferences on short notice to accommodate a conference for the Center Director or other senior manager.
    c. Track telephone calls and emails related to conference scheduling.
    d. Prepare for and connect to the conference bridge at the designated time (usually one half hour before the start of the conference) and resolve any technical problems.
    e. Remain present in the main ViTS room and connected to the conference's order wire for communications among all operators involved in each conference.
    f. Resolve any technical problems and operational issues that arise before or during a conference.

28. **Calculation of Local Video Service Availability Metric:** Local video service is comprised of two subcomponents: video connections and video systems. The Contractor shall meet or exceed the goal metric of 99.5% for each of the subcomponents independently in order to be considered as having successfully met the overall local video service availability.

The Availability Metric for each of the subcomponents shall be calculated in accordance with the following:

$$\text{Video Connections Availability Metric} = 1 - \left[\frac{\text{Total Down Time (hours) of all Connections}}{\text{Possible Hours}} \right]$$

and Possible Hours = (# of connections) x 12 hours/day x (# work days/month)

The calculation for the video connections availability metric shall reflect 75% for prime-time use and 25% for nonprime-time use.

$$\text{Video Systems Availability Metric} = 1 - \left[\frac{\text{Total Down Time (hours) of the 3 Video Systems}}{\text{Hours of Scheduled Video Usage per Month}} \right]$$

29. **ISDN Service:** The ODIN Contractor is responsible for providing ISDN service at LaRC, including:

a. Day-to-day operation and maintenance of the Madge ISDN switch including diagnostics, trouble-shooting, and repair and/or replacement of BRI and PRI port cards; software and firmware updates; BRI line assignment; BRI line provisioning in accordance with end-user equipment; trouble-shooting of BRI lines; and trouble-shooting of incoming and outgoing PRI lines
b. Installation of new BRI lines and relocation of existing BRI lines from Madge ISDN switch to the end-user's telecommunications jack locations
c. Maintaining a current database containing information on all ISDN BRI circuit assignments, line provisioning, jack locations, end-user equipment and user names.

The Contractor shall support the currently installed and operational ISDN lines. Additional lines or the relocation of existing lines will be ordered via the ODIN catalog.

30. **Internet Service Provider (ISP) Services:** The Contractor shall provide ISP services as follows:

a. Management and engineering support of the LaRCNET to Cox ISP connection
b. Cox Communication ISP support at 15Mbps connection speed
c. Monitoring and service restoration through the LaRC Network Operations Center (NOC).

Not later than 2 weeks prior to the end of each Delivery Order year, the Contractor shall submit a price proposal to the Government for ISP Services for the next Delivery Order year. Upon acceptance of the proposal by the Government, a bilateral modification will be executed, and the Contractor shall submit a separate invoice for the negotiated yearly price.

ISP Service Yearly Price

Year	Price
1	$107,106.00
2	TBD
3	TBD

31. **LaRC Fax Services:** LaRC-owned fax machines that require ODIN fax support at effective Delivery Order date but do not align to the functionality of standard FAX1, FAX2, or FAX3 seats, will be signed up as FAX3 seats. The ODIN Contractor shall provide full fax maintenance and support services for these systems, including supporting the advanced functionality. Tech refresh of these fax systems shall provide a fax system that meets the functionality of the standard ODIN FAX3 seat. The ODIN Contractor's tech refresh activities shall include providing sufficient notice to users such that if the higher functionality is still required, the user may purchase an appropriate catalog item to upgrade from the standard FAX3 seat to the advanced featured fax system.

32. **LaRC Attachments:** The following LaRC Attachments are applicable:

A. LaRCNET Approved Equipment and Replacement Matrix
B. Summary Table of LaRC PH Seats and Services

LaRC Attachment A

LaRCNET Approved Equipment and Replacement Matrix

For various functional network components, equipment currently installed on LaRCNET is listed in one of three tables:

Table 1 includes equipment that is approved for use on LaRCNET and is considered to be commercially available. Equipment listed in Table 1 shall be replaced with same model equipment should any currently-in-service component fail.

Table 2 includes equipment that is approved for use on LaRCNET, however, the equipment may be obsolete and/or not currently commercially available. Failed equipment of types listed in Table 2 shall be replaced with the same kind of equipment if possible. If the same kind of equipment is not available (i.e., in the spares inventory or available from commercial sources, either new or refurbished,), the Contractor shall install the equipment identified as "GO TO" equipment for the functional component and the Contractor shall so notify the DOCOTR. When a "GO TO" piece of equipment is installed, the Contractor shall fully support the new equipment, including, but not limited to, maintaining spares and providing vendor maintenance.

Table 3 includes equipment that, regardless of whether "like" or same equipment is commercially available, shall be replaced with the "GO TO" equipment/configuration as further defined in the table. Failed equipment of types listed in Table 3 shall always be removed from service, and any connections previously provided by the failed equipment shall be provided via Ethernet/Fast Ethernet connections.

In accordance with Master Contract Section C.7.2, Technology Infusion, and other Delivery Order provisions, the Contractor may recommend changes to the LaRCNET architectures and standards as defined in this document and/or other Government documents, in which case the Government will assess the offered recommendation for suitability and/or impact on the strategic direction of LaRCNET. Additionally, this standards document will be reviewed by the Government at least every 6 months so that items can be added or deleted as necessary, based on strategic planning for LaRCNET and commercial availability of equipment. Any changes to this listing will be made effective through the Delivery Order modification process.

Table 1

This table identifies equipment that is approved for use on LaRCNET and is considered to be commercially available. Equipment listed in Table 1 shall be replaced with same model equipment should any currently-in-service component fail.

Functionality	Approved Equipment
WAN and Isolation LAN Connection	Cisco 7206 Router Catalyst 6509 Switch
LAN Router (within the confines of LaRCNET user nets, e.g., 128.155 or 146.165)	Cisco 7205 Router Cisco 4700 Router Cisco 2514 Router Cisco 26XX Router
Edge Router (connection to local off-site contractors)	Cisco 25XX Router Cisco 26XX Router
LAN Ethernet / Fast Ethernet / Gigabit Ethernet connection including Layer 3 switches	Cisco 6509 Switch Cisco 4006 Switch Cisco 35XX Switch Cisco 29XX Switch
Remote Access	Cisco AS5300

Table 2

This table identifies equipment that is approved for use on LaRCNET, however, the equipment may be obsolete and/or not currently commercially available. Failed equipment of types listed in Table 2 shall be replaced with the same kind of equipment if possible. If the same kind of equipment is not available (i.e., in the spares inventory or available from commercial sources, either new or refurbished,) the Contractor shall install the equipment identified as "GO TO" equipment for the functional component, and the Contractor shall so notify the DOCOTR. When a "GO TO" piece of equipment is installed, the Contractor shall fully support the new equipment, including, but not limited to, maintaining spares and providing vendor maintenance.

Functionality	Legacy Equipment	"GO TO" Equipment
LAN Router	Cisco 4700 and Cisco 4500	Cisco 7206 Router
	Cisco 25XX	Cisco 26XX Router or 36XX Router
LAN Ethernet connection (IEEE 802.3 10BASE-T)	Synoptics 3000 Hub	Cisco Catalyst 4006, 35XX, 29XX (depending on number of connections)
	Synoptics 3030 Hub	
	Synoptics 2813 Hub	
	Asante 10T Hub/24	
Concentrator (FDDI)	Synoptics 2914	Cisco Catalyst 550x switch
	DECconcentrator 500	
	Interphase M1600	
LAN Switch	Cisco Catalyst 28XX	Cisco Catalyst 29XX

Table 3

This table identifies equipment that, regardless of whether "like" or same equipment is commercially available, shall be replaced with the "GO TO" equipment/configuration as further defined in the table. Failed equipment of types listed in Table 3 shall always be removed from service, and any connections previously provided by the failed equipment shall be provided via Ethernet/Fast Ethernet connections.

Functionality	Current Equipment	"GO TO" Equipment or Configuration	Direction for Implementation of "GO TO" Equipment
Appletalk	Shiva Fastpath 5 Farrallon Star Controller	Provide LAN Ethernet / Fast Ethernet connections	See Note below.

Note: Appletalk equipment shall be removed from service when two or fewer Local Talk connections are active, even if removal from service necessitates replacement of user equipment (e.g., printers).

LaRC Attachment B

Summary Table of LaRC PH Seats and Services

Table E.2.3.1 Communication Services Tables

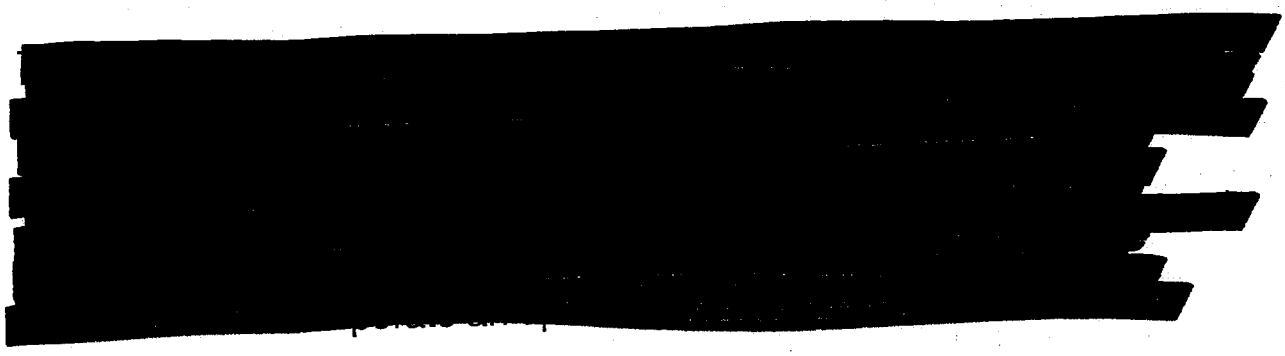
Phone Type	PH1	PH2	PH3	PH4	PCell
Instrument					
Single	O	S			
Dual			S		
Multi-12					
Multi-24			O		
Cellular					S
None	S				
Line Type					
None					S
Digital		S	S		
Analog	S				
Voice Mail					
None	S	O	O		S
Standard	O	S	S		O
Enhanced	O	O	O		O
Feature set					
Standard	S	S	O		
Speaker	O	O	O		
Enhanced	O	O	S		
Cellular					S
Moves/Adds/Changes					
Regular	S	S	S		S
Enhanced					
Restore to Service					
Basic					
Regular	O	O	O		O
Premium	S	S	S		S
Enhanced	O	O	O		O
Critical	O	O	O		O

S = Standard Offerings

O = Optional

Attachment 1

Price Model



b4

GP Lightweight Laptop (PC or Mac)

1. Laptop Computer (Mobile-Class CPU, Motherboard)
2. A primary and a secondary battery (with manufacturer's estimated combined battery life of 5 hours)
3. 12" (viewable) screen
4. 40GB Hard Disk
5. 512 MB RAM in a single slot
6. One Type 1/Type 2 PC card slot
7. Detachable expansion base that accommodates additional I/O devices and second battery
8. Stereo Sound Capable
9. Video Board capable of 1024x768 XGA resolution
10. Mouse with scroll wheel
11. 10/100 Base-T Network Interface
12. 56KB V.92 Integrated Modem
13. CD-RW (24x/10x/24x) drive
14. USB-2 support
15. 128MB USB-pluggable flash memory device (as a floppy drive replacement)
16. Additional power supply
17. Carrying Case
18. Battery Charger
19. AC Adapter
20. The lightweight laptop, with the expansion base detached, shall weigh 3.5 pounds or less

SE Workstation (PC or Mac)

1. Dual-Processor Capable Motherboard
2. One CPU
3. 17" (viewable) flat panel LCD display with screen resolution 1280x1024 at 60 Hz and minimum 160 degree viewing angle
4. 70GB Hard Disk
5. 1 GB RAM
6. Stereo Sound Capable with two external speakers
7. 128MB Graphics Card meeting or exceeding the following minimum specifications: designed for high-end 2D/3D workstation graphics, 128MB video RAM, 8X AGP, Analog and Digital Video Connectors
8. Keyboard and Mouse with scroll wheel
9. 10/100 Base-T Network Interface
10. CD-RW/DVD drive (48x/32x/48x/16x)
11. USB-2 support (with at least 2 USB ports on the front of the case)
12. 128MB USB-pluggable flash memory device (as a floppy drive replacement)
13. Case capable of accepting full size expansion cards

Docking/Combo Service

1. Port Replicator/Docking Station
2. 17" (viewable) flat panel LCD display with screen resolution 1280x1024 at 60 Hz
3. Keyboard
4. Mouse with scroll wheel (additional Mouse)
5. External Speakers
6. Network interface card/capability for Network Configuration for both docked and undocked (when connected in a conference room, on travel, etc.) modes.
7. Separate power supply for the docking station

Enterprise Seat and Service Model Variations from the Master Contract

Additional variations may be included in each Center's specific requirements.

The following variations, revisions, and clarifications to the Desktop Service Model, Master Contract Section E, are applicable:

1. General
   a. GP1, GP2, SE1, and SE2 (regular) PC and Mac seats are collapsed to a single desktop seat type known as Desktop. The Desktop seat is intended for overall general purpose computing in support of Center and Agency activities (administrative and general purpose scientific/engineering). Typical usage includes email, web browsing, report preparation, presentation creation, meeting scheduling, spreadsheet generation and general S&E application development and execution. Customers will also use this seat to access local and Agency administration applications such as IFMP, Travel Manager, etc.

   b. GP3 (PC and Mac) is now known as Laptop. The laptop seat is intended for general purpose computing in support of Center and Agency activities. Typical usage includes email, web browsing, report preparation, presentation creation, meeting scheduling, and spreadsheet generation. Customers will also use this seat to access local and Agency administration applications (e.g., IFMP). There are two varieties of laptops available:

      i. The High-end Laptop is optimized for the customer who requires only occasional seat mobility and does not want to trade-off performance for less weight and extended battery life.
      ii. The High-end Lightweight Laptop (new service level) is optimized for the customer who requires seat mobility, less weight, and extended battery life over performance.

      The docking/combo service (new service) may be used to augment a laptop with docking station and other related components to achieve a typical desktop configuration (e.g., larger monitor, full-size keyboard, external speakers)

   c. The SE2 Premium (PC and Mac) is now known as Workstation (PC or MAC). The Workstation seat is intended for application development and execution of higher performance S&E programs, making it a top performance system capable of supporting specialized resource intensive applications such as:
      i. Desktop publishing that utilizes advanced 2D graphics acceleration, large system bandwidth, cross platform capability, and superior display technology with color calibration capabilities.
      ii. Modeling that requires high-end graphics capability, fast memory, ultra-fast I/O, and high system bandwidth to render complex 2D/3D models and images with large polygon counts in real-time.
      iii. Image processing that requires high system bandwidth and memory capacities to allow visual professionals to load, pan, zoom, view, and edit large images at interactive speeds.
      iv. Professional video editing that utilizes high-end bandwidth for operation at interactive speeds.
      v. Simulations that utilize extraordinary throughput for visualization of large, complex databases and models.
      vi. Software development that utilizes accelerated 2D/3D imaging, requires fast I/O, and leverages OpenGL extensions integrated into the system.

This seat will also support the minimum Agency and Center standard office automation suite at acceptable performance levels

d. The SE1, SE2, and SE3 UNIX seats have been consolidated to a single seat now known as Workstation (UNIX).

2. Platform
   a. Desktop
      i. High-end is standard and the only option
   b. Workstation (PC/Mac):
      i. Premium (new platform service level) is standard and only available service level. The Premium service level at or above the 95% percentile (per PC or MAC type) on the relevant third-party benchmark lists,
   c. Laptops
      i. Entry-level and Mid-level are not options
      ii. High-end is standard
      iii. High-end Lightweight (new service level) is an option. The High-End Lightweight Laptop shall not exceed 3.5 lbs. (excluding expansion unit) in weight (base computer components i.e., processor, motherboard, ram, hard-disk, screen, keyboard and mouse, integrated PC card slots, CD-RW and system battery), and shall include all features and functionality of the High-End Laptop platform and commercially-available lightweight/ultra-portable laptops, including, at a minimum, processor, display, full function keyboard, modem, hard disk and connection for external peripherals.
   d. Workstation (UNIX)
      i. Three service levels (low, medium and high) are available.
         (1) Low - provides the functionality previously provided by the SE1
         (2) Medium - provides the functionality previously provided by the SE2
         (3) High - provides the functionality previously provided by the SE3

3. Monitor is a new service level applicable to GP and SE desktop seats
   a. Regular is standard
   b. None, Basic, Enhanced, Premium, and Critical are options

4. Docking/Combo Service: (New service level) Applicable to Laptops
   a. No Docking/Combo Service is the standard
   b. Docking/Combo Service is an option

5. ODIN Application Software
   a. GP2, GP3, and SE2: None is not an option
   b. SE2: Standard is "Standard Application Software Suite"

6. Hardware Maintenance, System Software Maintenance, and ODIN Application Software Maintenance
    a. For GP and SE seats: Hardware Maintenance, System Software Maintenance, and ODIN Application Software Maintenance are coupled, i.e., selected service level must be the same for all three.
        i. Premium is standard
        ii. Regular is an option
        iii. None and Basic are not options
    b. For MA and NAD seats: Hardware Maintenance and System Software Maintenance are coupled, i.e., selected service level must be the same for both. (ODIN Application Software Maintenance is not applicable.)
    c. For MA seats:
        i. Premium is standard
        ii. Regular is an option

7. Software Technology Refresh
    Enhanced is not an option

8. Moves/Adds/Changes
    Enhanced is not an option

9. LAN Services
    For Laptop Seats:
        Remote-S LAN includes Regular LAN
        Remote-W LAN includes Remote-S and Regular LAN

    For NADs
        Remote-S LAN includes Regular LAN
        Remote-W LAN includes Remote-S and Regular LAN

10. Integrated Customer Support/Help
    Basic is not an option

11. Training
    For GP and SE seats, None is not an option

12. System Administration
    a. For SE2 seats, Basic is not an option
    b. For NAD seats, Enhanced is an option.
    c. The desktop System Administration service description for all seat types is revised to be: Provides system administration services. Depending on service level, services may be basic network security compliance; basic and enhanced security management; performance monitoring and optimization; problem tracking and error detection; account management; configuration management; and user support. In addition, the following services are to be provided at each service level:
        i. Limited Service Level (OIG requested service level)
            (1) No remote management services.
            (2) Establish User ID per Center Direction.
            (3) Bug fixes, security patches, and upgrades provided via CD.
            (4) Contractor shall only provide computer support when Government personnel is present.

(5) None of the following central computer management services/tools shall be installed: software distribution, remote help desk, computer tracing, data backup, inventory control.

ii. Basic Service Level:

(1) Network protocol administration
(2) Email account management
(3) Access to and management of Center's domain-available peripherals and services (e.g., USENET, time, DNS)
(4) Basic security compliance management, including information about and access to system security patches, network services access control mechanisms with installation guidelines, and/or on-site installation assistance.
(5) Response within 2 working days for customer requests.

ii. Regular Service Level:

(1) Network protocol administration
(2) Email account management
(3) Access to and management of Center's domain-available peripherals and services (e.g., USENET, time, DNS)
(4) Network security management
(5) User account management for enterprise services (such as email, UNIX, NT, and user and group entries where appropriate for seat).
(6) Provision of Configuration Guidelines and/or remote or on-site system software installed according to those guidelines where applicable.
(7) Workstation host level security, including information about and access to system/application security patches, network services access control mechanisms and/or anti-virus mechanisms with installation guidelines and/or remote or on-site installation.
(8) System software problem resolution
(9) Hardware procurement configuration consultation
(10) Response by next working day for customer requests.

iii. * Enhanced Service Level:

In addition to all services of the Regular service level, includes a pre-negotiated set of the following services provided by a dedicated systems administrator:

(1) Deskside response within 30 minutes unless waived by the DOCOTR or designee.
(2) Local, customized backup, restore, and archive service
(3) Site specific license management for Triage 3 applications
(4) Direct on-site user education and assistance
(5) Site specific consistent system configurations
(6) Site specific system documentation
(7) Deskside system administration functions to support the installation and effective execution of organizational specific applications
(8) Daily system monitoring
(9) System-level performance monitoring, tuning and optimization
(10) Site-specific client-server and network configuration management
(11) Deskside per system account management (e.g., create, lock, and remove IDs)
(12) Site-specific peripheral management
(13) Web server and installation and administration and web-site management
(14) Address ongoing and emerging life cycle system administration issues for the installed computing environment.

(15) Perform capacity planning and site architecture to optimize use of information technology resources.

*Minimum number of seats within a building/close proximity area is approximately 20. Minimum order period is 12 months. Seat groupings may combine into multiple organizations within a building.

The ESA service level provides regular system administration services for 20 seats within the organization, and thereafter supports organization-specific requirements.

13. Shared Peripherals
    a. For all seat types, color print services are no provided as part of shared peripheral service levels. (Color print services will be purchased as needed from the Catalog.)
    b. The definition of Shared Peripheral Services is revised to be: Provides access to shared black & white printers. Networked black & white print services shall support, at a minimum, 600 dpi, Postscript Level II, 20 pages per minute plain text, and capability of printing transparencies. All new printers delivered during this Delivery Order period of performance shall be duplex capable (non-manual), and the Catalog shall provide an offering for a customer to have the duplex capability installed. Refreshment of shared black & white printers shall occur at least every 5 years with no more than a 3 year average for all shared black & white printers OR when utilization of a given black & white printer reaches 80% of the Recommended Service Interval, RSI. The RSI is when the manufacturer recommends major component replacement, and is based on utilization (i.e., number of pages printed).
    c. For GP, SE, and NAD seats
        i. Basic is standard
    d. Critical is a new service level
    e. Service levels for black & white shared peripheral services are:
        i. Basic: B&W services within 150 feet on same floor
        ii. Regular: B&W services within 60 feet on same floor
        iii. Enhanced: B&W services within 30 feet on same floor
        iv. Critical: B&W services within office/cubicle on same floor

        In all cases, distances shall be measured in "walk-able" feet, i.e., the measured distance between the peripheral and the desktop must be along a regular walked path.

14. Local Data Backup
    a. For GP and SE seats
        i. Basic is standard
        ii. None is an option

The following variations, revisions, and clarifications to the Server Services Service Model, Master Contract Section E, are applicable to this Delivery Order:

1. System Administration for Server Services: Regular is standard; Enhanced is an option.

2. Maintenance: Regular is not an option.

3. Performance Delivery:
   a. For WEB1 and WEB2 seats:
      1. Regular is an option.
      2. Premium is the standard, and is defined to be Institutional Web, typically accessed by the institution (Center).
      3. Enhanced is defined to be Agency Web, typically accessed by the Agency.
      4. Critical (new service level) is defined to be Public Web, typically accessed by the public over Internet connection.
   b. For APP1 seats:
      1. Enhanced is defined to be Agency Application/Database Server, typically utilized by the Agency.
      2. Critical (new service level) is defined to be Public Application/Database Server, typically utilized by the Public.
   c. For COMP1 seats:
      1. Enhanced is defined to be Agency Computational Server, providing equivalent processing power of a 120 CFPRate SPECMark computational server to the Agency.
   d. For FILE1 seats:
      1. Basic is defined to be Workgroup File Space, typically accessed by a small workgroup, at transfer rates consistent with the users' LAN service levels.
      2. Premium is defined to be Institutional File Space, typically accessed on a Center-wide basis, at transfer rates consistent with the users' LAN service levels.
      3. Enhanced is defined to be Agency File Space, typically accessed by users throughout the Agency, at transfer rates consistent with intra-center connectivity.
      4. Critical (new service level) is defined to be Public File Space, accessible to the Public at transfer rates consistent with intra-center connectivity.

The following variations, revisions, and clarifications to the Communication Seat/Services Service Model, Master Contract Section E, are applicable to this Delivery Order:

1. Moves/Adds/Changes: Enhanced is not an option

2. Restore to Service: Basic is not an option; Regular is an option; Premium is the standard.

3. For Phone Service Seats, "None" is an instrument option. No phone instrument shall be provided when the None instrument service level is selected. This service level is intended for use with special or customer-provided equipment that utilizes a phone line.

Summary Tables
Modified to Reflect Code R Standard and Optional Service Levels

Master Contract Table E.2.1.1, Desktop Seats

SEAT TYPES	Lap-top	Desk-top	Work-station	UNIX	MA1	MA2	NAD
System Provision:							
Platform							
None					S	S	S
PC/Mac desktops							
Entry-level							
Mid-level							
High-end		S					
Premium			S				
Laptops							
Entry-level							
Mid-level							
High-end	S						
High-end Lightweight	O						
Unix desktop							
Entry-level (Master Contract SE1)				S			
Mid-level (Master Contract SE2)				O			
High-end (Master Contract SE3)				O			
Architecture (Unix only)							
ODIN Default				S			
DEC				O			
HP				O			
IBM				O			
SGI				O			
SUN				O			
Docking/Combo Service							
No Docking/Combo Service	S						
Docking/Combo Service	O						

S = Standard Offerings

O = Optional

SEAT TYPES	Lap-top	Desk-top	Work-station	UNIX	MA1	MA2	NAD
ODIN Application Software							
None					S	S	S
Standard App. Software Suite	S	S	S	S			
Services:							
Hardware Maintenance							
None							S
Basic					O	O	O
Regular	O	O	O	O	O	O	O
Premium	S	S	S	S	S	S	O
Enhanced	O	O	O	O	O	O	O
Critical	O	O	O	O	O	O	O
System Software Maintenance							
None							S
Basic					O	O	O
Regular	O	O	O	O	O	O	O
Premium	S	S	S	S	S	S	O
Enhanced	O	O	O	O	O	O	O
Critical	O	O	O	O	O	O	O
ODIN-Application Software Maintenance							
None					S	S	S
Basic							
Regular	O	O	O	O			
Premium	S	S	S	S			
Enhanced	O	O	O	O			
Critical	O	O	O	O			
Monitor							
None No Monitor		O	O	O			
Basic 2" less than Regular		O	O	O			
Regular 17" Flat Panel		S	S	S			
Enhanced 1" more than Regular		O	O	O			
Premium 2" more than Regular		O	O	O			
Critical 4" more than Regular		O	O	O			

S = Standard Offerings

O = Optional

SEAT TYPES	Lap-top	Desk-top	Work-station	UNIX	MA1	MA2	NAD
Hardware Tech Refresh							
Basic 5 Years	O	O	O				
Regular 4 Years	O	O	O	O			
Premium 3 Years	S	S	S	S			
Enhanced 1.5 Years	O	O	O	O			
Software Tech Refresh							
Regular	S	S	S	S			
Enhanced							
Moves, Adds, Changes							
Regular	S	S	S	S	S	S	S
Enhanced							
LAN Services							
No ODIN supplied network connection	O	O	O	O	O	O	O
Standalone	O	O	O	O	S	S	
Remote-S LAN access	O	O	O	O			O
Remote-W LAN access	O	O	O	O			O
Regular LAN access 10/100MBPS	S	S	S	S			S
Fast LAN access 1GBPS	O	O	O	O			O
Huge LAN access 10GBPS	O	O	O	O			O
Integrated Customer Support/Help							
Basic					O	O	O
Regular	S	S	S	S	S	S	S
Enhanced	O	O	O	O	O	O	O
Training							
None					S	S	S
Basic	S	S	S	S			O
System Administration							
Limited	OIG						
Basic					S	S	S
Regular	S	S	S	S	O	O	O
Enhanced	O	O	O	O			

S = Standard Offerings

O = Optional

SEAT TYPES	Lap-top	Desk-top	Work-station	UNIX	MA1	MA2	NAD
Shared Peripheral Services							
None	O	O	O	O	S	S	S
Basic	S	S	S	S			O
Regular	O	O	O	O			O
Enhanced	O	O	O	O			O
File services							
None	O	O	O	O	S	S	S
Basic	S	S	S	S			O
Regular	O	O	O	O			O
Enhanced	O	O	O	O			O
Local Data Backup and Restore Services							
None	O	O	O	O	S	S	S
Basic user data weekly	S	S	S	S			O
Regular user data daily	O	O	O	O			O
Enhanced entire local disk daily	O	O	O	O			O
Desktop Conferencing							
None	S	S	S	S	S	S	S
Basic	O	O	O	O			
Enhanced	O	O	O	O			
Laptop Loaner Pool Management							
None	S	S					
Basic	O	O					

S = Standard Offerings

O = Optional

Form DD 254

(This item is being worked. The officially signed DD 254 will be incorporated via bilateral modification at a later date.)

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-07 Page 1 of 1

3. TITLE: Subcontract Reporting

SUBMITTAL REQUIREMENTS

4. TYPE: Reports

5. FREQUENCY OF SUBMISSION:

Report is due 30 days after the close of each reporting period.

Standard Form (SF) 294: Semi-Annually

Form	Reporting Period
SF 294	October 1 – March 31
SF 294	April 1 – September 30

NOTE: The SF 295 requirement is hereby waived for Code R.

6. DISTRIBUTION:

Via iSRS: No further distribution required.

Via Hardcopy:
- 1 - Center DOCO
- 1 - Center DOCOTR

7. INITIAL SUBMISSION:

N/A

8. REMARKS:

If submittal is done via regular hard copy, the DOCO will provide copy of SF 294 to their Center Small Business Office.

DATA REQUIREMENT DESCRIPTION

9. USE:

To obtain center-specific data for small and large business dollars spent under the Delivery Order.

10. REFERENCE:

- Delivery Order, Paragraph 17 (Subcontract Reporting)
- NAS5-98145, Paragraph A.1.2.2 (d)(4) (NASA DOSP, Mission Focus)
- FAR 52.219-9 (Ref. Mod to NAS5-98145)

11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

The goals as stated in the Delivery Order shall be used when filling out the SF 294.

The preferred method for submitting the SF 294 is to use NASA's new electronic format entitled "Interim Small Business Reporting System (iSRS)". While use of this new system is not currently mandatory, it is the Government's preferred method.

If submitting via regular hard copy, this form shall be prepared in accordance with the instructions contained on the back of the form.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-01 Page 1 of 1
3. TITLE: Safety and Health Plan		

SUBMITTAL REQUIREMENTS	
4. TYPE: Reports	5. FREQUENCY OF SUBMISSION: Continually update when necessary.
6. DISTRIBUTION: Via Email to: - Center DOCO - Center DOCOTR	7. INITIAL SUBMISSION: Plan submitted with Delivery Order proposal. This plan, as approved by the DOCO, will be included in any resulting Delivery Order.

8. REMARKS:

The Safety and Health Plan is critical for performance of this Delivery Order.

If the Contractor discovers new or unanticipated hazards, or if existing safeguards have ceased to function effectively, the Contractor shall update the Safety Plan, as necessary, within 30 days.

Upon receipt of this Plan, the DOCO/DOCOTR will forward a copy to their respective Center Safety Office for review and comment of any recommended changes.

Following approval of the Plan or revisions thereto by the DOCO, this Plan shall be followed completely by the Contractor in the performance of their work.

DATA REQUIREMENT DESCRIPTION	
9. USE: To monitor safety related issues.	10. REFERENCE: • NFS Provision: 1852.223-73 • NFS Clause 1852.223-70 (Ref. Mod to NAS5-98145) • NPR 8715.3
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

See Appendix H of the NASA Procedural Requirements (NPR) 8715.3 (NASA Safety Manual) for outline.

The Hazard Analysis and Safety Plan shall describe how the Contractor will follow Federal, State, and NASA safety standards.

NOTE: To review this manual in its entirety, see the NASA Online Directives Information System (NODIS) Library at the following URL: http://nodis3.gsfc.nasa.gov/Library/main_lib.html

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-02 Page 1 of 3

3. TITLE: Safety and Health Reporting

SUBMITTAL REQUIREMENTS

4. TYPE: Reports	**5. FREQUENCY OF SUBMISSION:** Quarterly from Delivery Order effective date – Due within 10 days after the end of each quarter.
6. DISTRIBUTION: Via email in accordance with Block 12 below to: - Center DOCO - Center DOCOTR - Center Safety Office or If submission is done via a NASA web-based system, then no further distribution is required. For LaRC see "Contractor Monthly Accident Reporting" (CMAR), at URL: http://cmar.larc.nasa.gov/ For ARC see "Contractor Monthly Accident Reporting" (CMAR), at URL: http://cmar.arc.nasa.gov/	**7. INITIAL SUBMISSION:** N/A

8. REMARKS:

DATA REQUIREMENT DESCRIPTION

9. USE: To monitor safety related issues.	**10. REFERENCE:** • DRD ATE-01 (Safety and Health Plan) • NFS Clause 1852.223-70 Safety and Health, Paragraph (d)
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

See NFS Clause 1852.223-70 Safety and Health, Paragraph (d).

NOTE: This clause has not been updated yet to include the necessary items needed. Therefore, see the next page for the information required if submitting other than web-based reports.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-02 Page 2 of 3
3. TITLE: Safety and Health Reporting		

12. PREPARATION INFORMATION (CONTINUED):

QUARTERLY REPORTING

CONTRACTOR_____

CONTRACT NUMBER_____

MONTH_____YEAR_____

# of Employees_____

# of Hours Worked_____

# of Lost Work Time Injuries_____

# of Lost Work Time Injury Days_____

# of Restricted Duty Injuries_____

# of Restricted Duty Injury Days_____

# of OSHA Recordable Injuries_____

# of Lost Work Time Illnesses_____

# of Lost Work Time Illness Days_____

# of Restricted Duty Illnesses_____

# of Restricted Duty Illness Days_____

# of OSHA Recordable Illnesses_____

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-02 Page 3 of 3
3. TITLE: Safety and Health Reporting		

DEFINITIONS

# of Lost Work Time Injuries - Number of injuries incurred by employees, where more than 8 consecutive hours of work were lost.

# of Lost Work Time Injury Day - Number of days lost by employees as the result of an injury incurred while working.

# of Restricted Duty Injuries - Number of restricted duty (light duty) injuries incurred by employees while at work.

# of Restricted Duty Injury Days - Number of days of restricted duty (light duty) incurred by employees as the result of an injury while working.

# of OSHA Recordable Injuries - Number of injuries that required more than first aid treatment but did not result in lost or restricted time, incurred by employees while working.

# of Lost Work Time Illnesses - Number of illnesses incurred by employees, where more than 8 consecutive hours of work were lost, while working.

# of Lost Work Time Illnesses Days - Number of days lost by employees as the result of an illness while working.

# of Restricted Duty Illnesses - Number of restricted duty (light duty) illnesses incurred by employees while working.

# of Restricted Duty Illness Days - Number of days of restricted duty (light duty) incurred by employees as the result of an illness while working.

# of OSHA Recordable Illnesses - Number of illnesses that required more than first aid treatment, but did not result in lost or restricted time incurred by employees while working.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-03 Page 1 of 1

3. TITLE: Mishap Reporting and Close Calls

SUBMITTAL REQUIREMENTS	
4. TYPE: Reports	**5. FREQUENCY OF SUBMISSION:** Initial Incident Report - Within 24 hours of mishap or close call. Follow-up Report - Within 10 working days of mishap.
6. DISTRIBUTION: For Mishap Reporting: 1 - Center DOCO 1 - Center DOCOTR 1 – Center Safety Office For Close Calls: - Via email to DOCOTR	**7. INITIAL SUBMISSION:** N/A

8. REMARKS:

The DOCOTR shall be made aware of any safety-related close calls and potential hazards in addition to mishap reporting.

DATA REQUIREMENT DESCRIPTION	
9. USE: To monitor safety related issues.	**10. REFERENCE:** NASA Procedural Requirements (NPR) 8621.1A (NASA Procedures and Guidelines for Mishap Reporting, Investigating, and Recordkeeping). NOTE: To review this manual in its entirety, see the NASA Online Directives Information System (NODIS) Library at the following URL: http://nodis3.gsfc.nasa.gov/Library/main_lib.html
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

NASA Form 1627 shall be used for reporting mishaps.

See the following URL to obtain an electronic copy of this form:

https://extranet.hq.nasa.gov/nef/user/form_search.cfm

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-04 Page 1 of 1
3. TITLE: IT Security Plan		

SUBMITTAL REQUIREMENTS	
4. TYPE: Reports	5. FREQUENCY OF SUBMISSION: Continually update when necessary.
6. DISTRIBUTION: Via Email to: - Center DOCO - Center DOCOTR	7. INITIAL SUBMISSION: Plan shall be submitted within _30_ days after Delivery Order Award. This plan, as approved by the DOCO, shall be incorporated into the Delivery Order as a compliance document.
8. REMARKS: The IT Security Plan is critical for performance of this Delivery Order. Upon receipt of this Plan, the DOCO/DOCOTR will forward a copy to their respective Center IT Security Manager (CITSM) for review and comment of any recommended changes. Following approval of the Plan or revisions thereto by the DOCO, this Plan shall be followed completely by the Contractor in the performance of their work.	

DATA REQUIREMENT DESCRIPTION	
9. USE: To monitor IT related issues.	10. REFERENCE: • NFS Clause 1852.204-76 (Ref. Mod to NAS5-98145) • NPR 2810.1
	11. INTERRELATIONSHIP:
12. PREPARATION INFORMATION: See Chapter 5 of the NASA Procedural Requirements (NPR) 2810.1 (Security of Information Technology) for information required in this plan. NOTE: To review this manual in its entirety, see the NASA Online Directives Information System (NODIS) Library at the following URL: http://nodis3.gsfc.nasa.gov/Library/main_lib.html	

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-05 Page 1 of 1

3. TITLE: IT Security Incident Reporting

SUBMITTAL REQUIREMENTS	
4. TYPE: Reports	5. FREQUENCY OF SUBMISSION: • Immediate verbal notification at time of incident discovery. • Interim written report within 24 hours of incident discovery. • Final report is due within 5 working days of incident discovery.
6. DISTRIBUTION: Verbal: CITSM Interim (via email): - CITSM, DOCO, DOCOTR Final (via email): - CITSM, DOCO, DOCOTR	7. INITIAL SUBMISSION: N/A

8. REMARKS:

All IT security incidents shall be reported in accordance with local Center policy.

DATA REQUIREMENT DESCRIPTION	
9. USE: To monitor IT related issues.	10. REFERENCE: • DRD ATE-04 (IT Security Plan) • NPR 2810.1
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

For Interim and Final reporting, the Contractor shall prepare a security activity/issue report, which includes both computer security issues and steps taken to report and remedy the situation.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-07 Page 1 of 1

3. TITLE: Subcontract Reporting

SUBMITTAL REQUIREMENTS

4. TYPE: Reports

5. FREQUENCY OF SUBMISSION:

Report is due 30 days after the close of each reporting period.

Standard Form (SF) 294: Semi-Annually

Form	Reporting Period
SF 294	October 1 – March 31
SF 294	April 1 – September 30

NOTE: The SF 295 requirement is hereby waived for Code R.

6. DISTRIBUTION:

Via iSRS: No further distribution required.

Via Hardcopy:

1 - Center DOCO

1 - Center DOCOTR

7. INITIAL SUBMISSION:

N/A

8. REMARKS:

If submittal is done via regular hard copy, the DOCO will provide copy of SF 294 to their Center Small Business Office.

DATA REQUIREMENT DESCRIPTION

9. USE:

To obtain center-specific data for small and large business dollars spent under the Delivery Order.

10. REFERENCE:

- Delivery Order, Paragraph 17 (Subcontract Reporting)
- NAS5-98145, Paragraph A.1.2.2 (d)(4) (NASA DOSP, Mission Focus)
- FAR 52.219-9 (Ref. Mod to NAS5-98145)

11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

The goals as stated in the Delivery Order shall be used when filling out the SF 294.

The preferred method for submitting the SF 294 is to use NASA's new electronic format entitled "Interim Small Business Reporting System (iSRS)". While use of this new system is not currently mandatory, it is the Government's preferred method.

If submitting via regular hard copy, this form shall be prepared in accordance with the instructions contained on the back of the form.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-06 Page 1 of 1

3. TITLE: Invoice Supporting Documentation

SUBMITTAL REQUIREMENTS	
4. TYPE: Reports	**5. FREQUENCY OF SUBMISSION:** • Monthly • Ad hoc, subset, or related ancillary data reports shall be delivered to DOCO within 5 working days of request by DOCO.
6. DISTRIBUTION: Original and 1 copy, (attached to the Monthly Services Invoice) to Center's Payment Office at Address shown on Delivery Order Cover Page (SF 1449, Block 18a.) Email electronic copy in Excel format to DOCOTR	**7. INITIAL SUBMISSION:** 10 working days after the first month following the effective date of the Delivery Order.

8. REMARKS: Data provided shall match the invoice for the same time period.

DATA REQUIREMENT DESCRIPTION	
9. USE: Verifying invoices and tracking overall Delivery Order and customer usage.	**10. REFERENCE:** NAS5-98145, Paragraph (g) of Contract clause 1. CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS (52.212-4) (May 1997) (Modified)
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

The Contractor shall prepare a report which includes the following elements:

Catalog Invoices: N/A

Infrastructure Upgrade Proposal (IUP) Invoices: N/A

Monthly Service Invoices:

1. Adequate financial information to support/verify invoices (i.e., reconciliation of invoice amounts including a list, with quantities (including separate line item for temporary seats), of each item purchased and supported for that month by center-specific organization, less any performance subtractions), and retainage pool amounts (PRP and MPRP) for the month.
2. Break-out of catalog dollars spent by center-specific organization.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	**DATA REQUIREMENT DESCRIPTION (DRD)**	**1. RFP #:** ODIN **2. DRD #:** ATE-08 Page 1 of 1

3. TITLE: Property Reporting

SUBMITTAL REQUIREMENTS

4. TYPE: Reports	**5. FREQUENCY OF SUBMISSION:** • Quarterly from Delivery Order effective date. • Ad hoc, subset, or related ancillary data reports shall be delivered to DOCO within 5 working days of request by DOCO.
6. DISTRIBUTION: Via Email: - Center DOCO - Center DOCOTR - Center Property Office	**7. INITIAL SUBMISSION:** 10 working days after the first month following the Delivery Order effective date.

8. REMARKS:

DATA REQUIREMENT DESCRIPTION

9. USE: To monitor property managed by the ODIN Contractor.	**10. REFERENCE:** • NAS5-98145, Paragraph C.5.6 (Asset Requirements) • NAS5-98145, Paragraph C.3.2.2 • Delivery Order, Paragraph I.26 (Stevenson-Wydler Act)
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

The Contractor shall prepare a report which includes the following elements:

1. List of new property brought on Center, including tech refresh and direct purchase items (i.e., incoming ODIN-owned inventory changes), and associated inventory numbers.
2. ODIN-owned property disposed for Stevenson-Wydler Act activities, including the items, their depreciated value, and to which schools, and verification that any drives were erased first.
3. Report of lost/destroyed property segregated into Government and ODIN-owned sections. This portion of the report shall include the following:
   - The item
   - Its age
   - Lease/procurement value plus (for ODIN-owned property) its depreciated value
   - Which organization (by Center-specific organization)
   - Which employee was accountable for the property
   - Where/how it was lost or damaged
   - Associated inventory numbers

   This report shall also include:
   - The lost/destroyed ODIN property dollar total for both ODIN-owned and Government-owned, by Center-specific organization, for the Delivery Order year.
   - The lost/destroyed ODIN property dollar order total for the cumulative Delivery Order.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD) —	1. RFP #: ODIN 2. DRD #: ATE-09 Page 1 of 2

3. TITLE: Service Summary

SUBMITTAL REQUIREMENTS	
4. TYPE: Reports	**5. FREQUENCY OF SUBMISSION:** Monthly
6. DISTRIBUTION: Via Email to: - Center DOCO - Center DOCOTR	**7. INITIAL SUBMISSION:** 10 working days after the first month following the Delivery Order effective date.
8. REMARKS:	

DATA REQUIREMENT DESCRIPTION	
9. USE: To track service and areas of concern.	**10. REFERENCE:** NAS5-98145, Paragraph C.5 (Services Required)
	11. INTERRELATIONSHIP: • DRD ATE-06 (Invoice Supporting Documentation) • Delivery Order, Section VI (Metrics and Help Desk) • NAS5-98145, Paragraph F.1.1 (Level 1 Metrics)

12. PREPARATION INFORMATION:

The Contractor shall prepare a report which includes the following elements:

1. Detailed explanation and duration of any downtime or reduced functionality time of the Network. Include the number of seats and NADs affected by this event.
2. Report that provides detail associated with how service delivery and availability are calculated. Specifically, the report shall indicate the downtime associated with late deployment of patches and software updates.
3. Break-out of items (seats or network services) not returned to service within required time frame, including item description, downtime, and rationale. Include price reduction calculations which are also to be included in monthly invoice supporting report.
4. Report of phone services, including long distance usage, cellular phone usage, and trunk line utilization and traffic analysis. Include report of actual phone bills versus Delivery Order price for monthly non-cellular phone services.
5. Statement of percentage of Priority Service Seat calls, and Priority Service Problem calls broken out by Center-specific organization.
6. Summary, by Center-specific organization, of all Moves, Adds, and Changes (M/A/Cs) completed that month, with cumulative M/A/C's by organization listed for the 12-month year.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-09 Page 2 of 2
3. TITLE: Service Summary		

* 7. Report of network traffic vs. time for major components of the network, including backbone, isolation ring, segments, and interswitch links. These reports shall be available on a daily, weekly, and monthly basis.

*** Electronic Query Only.**

AD HOC REQUESTS:

In addition to the required reporting requirements, ad hoc requests may be issued when:

1. The Contractor is the only or primary source for the required information.
2. The total time to obtain and prepare (compile/format) the required data is less than 8 person-hours.

Examples of ad hoc requests of this nature may include (but are not limited to):

- Number of hits on a contractor supported web server
- E-mail usage statistics
- Total file storage usage statistics
- Network printer usage statistics
- Hardware and software configurations at the desktop level
- Network utilization over a time period
- Network traffic statistics
- Seat history information

The contents of the report shall completely address the ad hoc information request. The data shall be compiled and formatted in a concise and easy to understand way including full and summary/rollup formats whenever appropriate.

The Contractor shall submit the reports electronically, via electronic mail or CD-ROM, in a mutually agreeable/interchangeable spreadsheet format.

Data will be reported at a level specified in the request.

Unless otherwise agreed upon for the particular request, the Contractor shall deliver the information/report within 5 working days of the request being submitted by the DOCOTR.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-10 Page 1 of 1

3. TITLE: Software Technology Refresh Status and Schedule

SUBMITTAL REQUIREMENTS	
4. TYPE: Reports	**5. FREQUENCY OF SUBMISSION:** Monthly
6. DISTRIBUTION: Via Email to: - Center DOCO - Center DOCOTR	**7. INITIAL SUBMISSION:** Within the first month following the Delivery Order effective date.

8. REMARKS:

This report will enable the DOCOTR to maintain a responsible awareness of currently deployed software versions and releases to ensure the Software Technology Refresh requirements in the Delivery Order are being met for ODIN system and application software. The report will also help the Center plan for regular application of software updates in accordance with the Delivery Order.

DATA REQUIREMENT DESCRIPTION	
9. USE: To ensure software technology refresh requirements are being met.	**10. REFERENCE:** NAS5-98145, Paragraph E.3.1.7 (Software Technology Refreshment)
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

For each software component listed as Standard Load and Triage 1 provide the following information:

1. Software product/component name
2. Platform (Macintosh, PC, Unix)
3. Currently installed version/release and percentage of total seats at this software version/release
4. Latest version/release available from vendor (or NASA if Triage 1)
5. Date latest version/release became available from vendor (or NASA if Triage 1)
6. Planned version/release refresh start date
7. Planned version/release refresh completion date
8. If not completed by planned date, percentage of seats still requiring refresh
9. If not completed by planned date, revised completion date
10. Refresh Status: planning/testing, in progress, or on hold (with reason)

Note 1: For purposes of this report, applicable Microsoft products to be reported at the service pack level.
Note 2: For refreshes that are in progress, report on both the version/release being replaced and the replacement version/release.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-11 Page 1 of 1

3. TITLE: Triage 1 and 2 Software and Mitigation/Remediation Action Reporting

SUBMITTAL REQUIREMENTS	
4. TYPE: Reports	**5. FREQUENCY OF SUBMISSION:** See Block 12 below.
6. DISTRIBUTION: Via Email to: - Center DOCO - Center DOCOTR	**7. INITIAL SUBMISSION:** N/A
8. REMARKS:	

DATA REQUIREMENT DESCRIPTION	
9. USE: This report will enable the DOCOTR to maintain an awareness of progress for (1) triage 1 and 2 component deployments and upgrades, and (2) mitigation and remediation actions.	**10. REFERENCE:** • Delivery Order, Paragraph III.15 (Triage Support for ODIN and Non-ODIN Components) -- Supplement to NAS5-98145, C.5.5 (Support Triage for ODIN and Non-ODIN Components) • Delivery Order, Paragraph III.11 (System Software Maintenance and ODIN Application Software Maintenance) -- Supplement to NAS5-98145, E.3.1.4 (System Software Maintenance) and E.3.1.5 (ODIN Application Software Maintenance)
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

For comprehensive deployments of new or upgraded triage 2 components, weekly progress reports shall be submitted with the following information until the effort is completed:

1. Triage 1 or 2 component name.
2. Platform affected (Macintosh, PC, Unix).
3. Total number of seats requiring the new or upgraded triage 1 or 2 component.
4. Total number of seats on which the new or upgraded triage 1 or 2 component has been successfully deployed.

For mitigation and remediation actions in accordance with Delivery Order clause entitled "System Software Maintenance and ODIN Application Software Maintenance", daily progress reports shall be submitted with the following information until the effort is completed:

1. Mitigation or remediation identifier.
2. Platform affected (Macintosh/PC/Unix).
3. Total number of seats requiring the mitigation or remediation action.
4. Total number of seats for which the mitigation or remediation action has been successfully completed.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-12 Page 1 of 1

3. TITLE: Technology Infusion

SUBMITTAL REQUIREMENTS	
4. TYPE: Reports	5. FREQUENCY OF SUBMISSION: Quarterly from Delivery Order effective date - Due within 10 days after the end of each quarter.
6. DISTRIBUTION: Via Email to: - Center DOCO - Center DOCOTR	7. INITIAL SUBMISSION: N/A

8. REMARKS:

This DRD provides NASA with an idea of future products/capabilities for technology infusion. It will offer the Government an opportunity to understand what technology may be available or that the Contractor is planning to implement and its feasibility to the Center/Enterprise. The Government will be in a position to provide input so the Contractor does not expend resources for an idea that the Government cannot, chooses not to, or may not be able to implement.

DATA REQUIREMENT DESCRIPTION	
9. USE: Provide NASA with an idea of future products for technology infusion.	10. REFERENCE: • NAS5-98145, Section C.7.2 (Technology Infusion)
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

This report should include data for the following categories:

- Product/capability
- Current Cost of implementing new technology
- Projected timeframe or schedule for implementation
- Benefit/Cost Analysis or Business Case Study
- How the product(s) fit into the NASA Mission/Architecture
- Feasibility
- Suggestions for improvement

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-13 Page 1 of 1

3. TITLE: Technology Implementation Plan

SUBMITTAL REQUIREMENTS	
4. TYPE: Plan	**5. FREQUENCY OF SUBMISSION:** Annually - After the initial submittal, the Implementation Plan is submitted on the first day of Delivery Order years 2 and 3.
6. DISTRIBUTION: Via Email to: 1 - Center DOCO 1 - Center DOCOTR	**7. INITIAL SUBMISSION:** Within 30 days following the Delivery Order effective date.

8. REMARKS:

This DRD provides NASA with the ODIN Contractor's plan for implementing both hardware and software at each of the Centers. It is intended that the plan will provide the Government insight into the planned software upgrades, hardware refreshes, and implementation of previously approved technology infusion projects. The Implementation Plan shall provide sufficient detail of schedules and plans to clearly identify specifics related to implementation activities and timeframes for the implementation. The Plan shall also identify the technology evaluation activities that are used by the ODIN Contractor to ensure that the technology item is ready for production implementation and that all risk factors have been mitigated.

DATA REQUIREMENT DESCRIPTION	
9. USE: Provide NASA with a plan and schedule for technology implementation.	**10. REFERENCE:** • NAS5-98145, C.4 (ODIN Operating Model) • Delivery Order, Paragraph II.10 (Technology Implementation Plans)
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

This Plan shall include:

- Implementation Item (Software/Hardware/Project)
- Software Version, seat type, or hardware type number
- Projected timeframe and schedule for implementation
- Platforms/systems to receive the implementation
- Verification Process used for the technology item
- Risk mitigation

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-14 Page 1 of 1

3. TITLE: Technology Issue Awareness

SUBMITTAL REQUIREMENTS	
4. TYPE: Reports	5. FREQUENCY OF SUBMISSION: Every 6 months.
6. DISTRIBUTION: 1 - Center DOCOTR	7. INITIAL SUBMISSION: N/A
8. REMARKS:	

DATA REQUIREMENT DESCRIPTION	
9. USE: This report will enable the DOCOTR and organization POCs to maintain an awareness of problem areas.	10. REFERENCE: Delivery Order, Paragraph II.11 (Technology Issue Awareness)
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

The Contractor shall provide a semi-annual technology issues report, identifying areas that are in need of repair or improvement. Problems identified shall be classified according to urgency along with a recommended plan to correct the problem, a rough cost to implement the plan, and potential impact should the item not be addressed.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-15 Page 1 of 1

3. TITLE: Backup Subscription and Service Status

SUBMITTAL REQUIREMENTS	
4. TYPE: Reports	**5. FREQUENCY OF SUBMISSION:** Every 2 weeks.
6. DISTRIBUTION: Email electronic copy in Excel Format to Center DOCOTR	**7. INITIAL SUBMISSION:** N/A
8. REMARKS:	

DATA REQUIREMENT DESCRIPTION

9. USE:

This report will enable the DOCOTR and organization POCs to ensure the backups are properly subscribed for backups and verify that the service is being performed on a regular basis.

10. REFERENCE:

- NAS5-98145, E.3.1.16 (Local Data Backup and Restore Service)

11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

Section A of the report shall contain the following information for all ODIN seats:

1. Customer Organization
2. ODIN tag number
3. Customer Last Name
4. Customer First Name
5. Platform type (Macintosh, PC, Unix)
6. Subscribed backup service level (including "none")
7. Dates of all successful backups over prior 2-week period
8. For each successful backup, list the number of eligible files for backup, the number successfully backed up, the percentage of eligible files successfully backed up, and the total byte count of files that were backed up.

Section B of the report shall contain the following information for seats that have not had a successful backup in 30 days:

1. Customer Organization
2. ODIN tag number
3. Customer Last Name
4. Customer First Name
5. Platform type (Mac/PC/Unix)
6. Subscribed backup service level (excluding "none")
7. Confirmation (yes/no) that the customer has been contacted, via email, by the ODIN Contractor to make arrangements for reestablishing the backup service
8. Any applicable comments

Both sections of the report shall be sorted by organization.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-16 Page 1 of 1

3. TITLE: Plan for Elimination of Re-Usable Clear Text Passwords

SUBMITTAL REQUIREMENTS	
4. TYPE: Plan	**5. FREQUENCY OF SUBMISSION:** Once
6. DISTRIBUTION: Email electronic copy to Center DOCOTR	**7. INITIAL SUBMISSION:** Within 3 months of Delivery Order effective date.
8. REMARKS:	

DATA REQUIREMENT DESCRIPTION	
9. USE: Plan will be used to ensure compliance with Center and Agency policy regarding clear text passwords and two-factor authentication.	**10. REFERENCE:** • NAS5-98145 • Delivery Order, Paragraph VII.12 (Elimination of Re-usable Clear Text Passwords)
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

Within 3 months of the effective Delivery Order date, the Contractor shall provide a plan and schedule to eliminate re-useable clear-text passwords and use two-factor authentication for centrally administered infrastructure servers, ensuring compliance with Center and Agency policy regarding clear text passwords and two-factor authentication. Following Government approval of the plan, the Contractor shall complete implementation in accordance to their plan.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Code R Aerospace Technology Enterprise (ATE) Centers	DATA REQUIREMENT DESCRIPTION (DRD)	1. RFP #: ODIN 2. DRD #: ATE-17 Page 1 of 1
3. TITLE: Telephone Trunks Traffic Analysis		

SUBMITTAL REQUIREMENTS	
4. TYPE: Report	5. FREQUENCY OF SUBMISSION: Monthly
6. DISTRIBUTION: Email electronic copy to Center DOCOTR	7. INITIAL SUBMISSION: Within 1 month of Delivery Order effective date.
8. REMARKS:	

DATA REQUIREMENT DESCRIPTION	
9. USE: The report will be used to ensure sufficient telephone system capacity is maintained.	10. REFERENCE: • NAS5-98145, E.3.3.1 (Phone Service) • Delivery Order, Paragraph IV.9 (Phone System/Service Infrastructure)
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

The Contractor shall perform traffic analysis on telephone system trunk groups for 1 week of every month, including collection of traffic statistics, calculation of actual grades of service provided by the then current configurations, analysis of configurations required to provide targeted grades of service, and generation of monthly and annual usage summaries and traffic analysis reports.

Dryden Specific Data Requirements Documents (DRD)

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Dryden Flight Research Center	DATA REQUIREMENT DESCRIPTION	1. RFP #: ODIN 2. DRD #: DFRC-1 Page 1 of 1

3. TITLE: Password Reporting

SUBMITTAL REQUIREMENTS

4. TYPE:	5. FREQUENCY OF SUBMISSION:
Reports	Monthly or see "Remarks" below.
6. DISTRIBUTION: (1 set) 1 Complete set to the Center IT Security Manager (CITSM)	**7. INITIAL SUBMISSION:** 5 working days after the Delivery Order effective date.

8. REMARKS:

If there is a change to ODIN Contractor system administrator personnel, then an additional DRD shall be submitted upon their departure under this Delivery Order.

DATA REQUIREMENT DESCRIPTION

9. USE:	10. REFERENCE:
IT Security will use this information for their investigations.	
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

Passwords for all ODIN managed systems shall be hand delivered, in a sealed envelope, to the Center IT Security Manager within the first 5 business days of each month. Passwords shall be changed in accordance with the guidelines as defined in NPR 2810.1.

Glenn Specific Data Requirements Documents (DRD)

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION John H. Glenn Research Center At Lewis Field Cleveland, OH 44135	DATA REQUIREMENT DESCRIPTION	1. RFP #: ODIN 2. DRD #: GRC-1 Page 1 of 1

3. TITLE: On-line Telephone Directory

SUBMITTAL REQUIREMENTS

4. TYPE:	5. FREQUENCY OF SUBMISSION: N/A
6. DISTRIBUTION: On-line telephone directory	7. INITIAL SUBMISSION: N/A

8. REMARKS: The Contractor shall provide electronic access to the GRC telephone directory.

DATA REQUIREMENT DESCRIPTION

9. USE: Personnel locator service.	10. REFERENCE: NAS5-98145, C.5.2 (End User Documentation)
	11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

The On-line telephone directory shall include the following information:

1) An alphabetical section, containing:
   a) Telephone extension
   b) Name
   c) Building
   d) Room number
   e) Company name
   f) Voice mail indicator
   g) Mail code
   h) Contractor/civil service indicator
   i) E-mail address
   j) Page number

	B	C	D	E	F	G	H	I	J	
tem Description	Vendor	Std. Application Suite = OBIN Provided, Full Support	Triage 1 = Govt Provided, Full Support	Triage 2 = Govt Provided, Installation Only	Triage 2 POC	Mac	PC	Linux	Unix	Comments
n Enterprise Image (GEI)										
obe Acrobat Reader	Adobe	Code R				x	x	X		
Windows Operating System (2804 compliant)	Microsoft	Code R					x			
Macintosh Operating System (2804 compliant)	Apple	Code R				x				
Microsoft Office (Std. Edition)	Microsoft	Code R				x	x	X		
Eudora Pro	Qualcomm	DFRC, GRC, LARC	Ames			x	x			
Norton AntiVirus	Symantec	DFRC, GRC, LARC	Ames			x	x			
Netscape Communicator	AOL	Code R				x	x	X	X	
Winzip	Niko Mac	Code R					x			
Stuff-it Expander (Full version)	Aladdin	Code R				x				
Internet Explorer (2804 compliant)	Microsoft	Code R				x	x			
Quicktime	Apple	Code R				x	x			
Realplayer/RealOne Basic	Real	Code R				x	x	x	X	
Informed Filler	FileNet	DFRC, GRC, LARC	Ames			x	x			
Entrust Entelligence & required plug-ins	Entrust	DFRC, GRC, LARC	Ames			x	x	X		
PatchLink (Update)	PatchLink		Code R			x	x	X	X	To be installed on all full seats and made available to NADS.
Citrix ICA Client	Citrix	GRC	DFRC, ARC, LARC			x	x	X	X	
Java Virtual Machine	TBD	Code R				x	x	x	x	
Flash Player Plug-inu	Macromedia	Code R				x	x	x	x	
Shockwave	Macromedia	Code R				x	x	x	x	
Authorware Player	Macromedia	Code R				x	x	x	x	
Ames Overlay (to be included as part of Center Image)						x	x	x	x	
Oracle Calendar Client	Oracle			x		x	x			
Ames Software to be installed individually upon request										
SAP GUI	SAP						x			
Brio Query (20% estimated coverage)	Brio			x	Susan Levine	x	x			
Entire Connection (20% estimated coverage)	SW AG			x	Susan Levine	x	x			
Norton Firewall (20% estimated coverage)	Symantec			x	Helmuth Pescador	x	x			
EZReport (20% estimated coverage)	Ames			x	Susan Levine	x	x			
Solomon (1-2% estimated coverage)	Solomon			x	Nancy Eller		x			
CCBS (1-2% estimated coverage)	Ames			x	Susan Levine		x			
Visitor Request ((1-2% estimated coverage)	Ames			x	Susan Levine	x				
4th Dimension Client (1-2% estimated coverage)	4D			x	Susan Levine	x	x			
Remedy Client (1-2% estimated coverage)	Remedy			x	Cyndi Carbon	x	x			
Open Client (20-30% estimated coverage)	Sybase			x	Susan Levine	x	x			
802.11(B/G) (Laptops) (20% coverage)	TBD			x	TBD	x	x			
VPN client (20% coverage)	Cisco			x	Mike Horn	x	x			
Corporate Sync for Palm (10% coverage)	Oracle			x	TBD	x	x			
Corporate Sync for Pocket PC (5% coverage)	Oracle			x	TBD	x	x			
DFRC Overlay (to be included as part of Center Image)										
FileMaker Pro	Filemaker	x				x	x			We support XP and up
KeyServer	Sassafras	x				x	x			
Netware Client	Novell	x				x	x			
Meeting Maker	ON Technology	x				x	x			
Telnet	NCSA	x				x				For Mac OS 9 only
Adobe Acrobat (Full)	Adobe		x			x	x			
CalendarMaker	Prairie Group, Inc.		x				x			
CoStar Label Writer	Costar		x				x			
KeySentry	Sassafras		x				x			
Maximo	PSDI		x				x			
MS Access	Microsoft		x				x			
MS Project	Microsoft		x				x			
Palm Desktop	Palm Computing		x			x	x			
Retrospect	Dantz		x			x	x			
Visio (Standard and Professional)	Visio		x				x			

	A	B	C	D	E	F	G	H	I	J	
	Item Description	Vendor	Std Application Suite – ODIN Provided, Full Support	Triage 1 – Gov't Provided, Full Support	Triage 2 Gov't Provided Installation Only	Triage 2 POC	Mac	PC	Linux	Unix	Comments
	GRC Software to be installed individually upon request										
1	4Dclient (MSMIS)	Agency (NASA)			x	Lisa Gardner	x	x			
2	Adminstar	Agency (NASA)			x	Brian Villalva		x			
3	Adobe Illustrator	Adobe			x	Marty Curry	x	x			Lastest version is packaged in Adobe Creative Suite.
4	Adobe PageMaker	Adobe			x	Marty Curry	x	x			
5	Adobe Photoshop	Adobe			x	Marty Curry	x	x			Lastest version is packaged in Adobe Creative Suite.
6	Adobe Premier	Adobe			x	Marty Curry	x	x			
7	AutoCAD	Autodesk			x	Anthony Thomas		x			
8	BBEdit	Bare Bones Software			x	Ed Koshimoto	x				
9	Brio Client	Brio			x	Lisa Gardner	x	x			
10	Brio Development	Brio			x	Brian Villalva		x			
11	Canvas	Deneba			x	Steve Lighthill	x				
12	Citrix (IFMP)	MetaFrame			x	Lisa Gardner	x	x			
13	DAMES	Agency (NASA)			x	Brian Villalva	x	x			
14	DARPAS	Center			x	Lisa Gardner	x	x			
15	Data Views	Data Views Corp.			x			x		x	
16	Dreamweaver	MacroMedia			x	Marty Curry	x	x			
17	Drop Stuff	Aladdin			x	Ed Koshimoto	x				
18	DV X-Designer	Data Views Corp.			x					x	
19	DWIS	Center (DFRC)			x	Brian Villalva	x	x			
20	ECS	U.S. Treasury Department			x	Lisa Gardner		x			
21	Entire Connection	Agency (NASA)			x	Lisa Gardner	x	x			
22	Entrust Entelligence	Entrust			x	Lisa Gardner	x	x			
23	ESPRIT	DP Technologies			x	David Oates		x			
24	ESS	AFFTC			x	Bruce Berger		x			
25	Exceed	Hummingbird Com			x			x			
26	EZ Cam W	Bridgeport			x	David Oates		x			
27	FedLog	Agency (NASA)			x	Brian Villalva		x			
28	Fetch	Fetch Softworks			x	Ed Koshimoto	x				Other ftp clients available for Mac OS X.
29	Fireworks	MacroMedia			x		x	x			
30	Flash	MacroMedia			x		x				
31	FlowCharter	MicroGrafx			x			x			
32	FMPro BIS/IFMP applications	BIS/IFMP Team			x	Lisa Gardner	x	x			
33	Fortran 190	Numerical Algorithms Grp.			x	Rich Maine				x	
34	FRMS	Agency (NASA)			x	Lisa Gardner		x			
35	Gelco/IFMP	Agency (NASA)			x	Lisa Gardner	x	x			
36	Ghostscript (Mac)	www.glyphic.com			x	Ed Koshimoto	x				9
37	Gnu Software	www.gnu.org			x	Bruce Berger	x	x			Gnu tools installable under Mac OS X and Windows. Not available for Mac OS 9.
38	Goals	U.S. Treasury Department			x	Lisa Gardner		x			
39	Hazmat	HMMS			x	Vince Kinsey	x	x			
40	Heldi	Agency (NASA)			x	Lisa Gardner		x			
41	Hijaak	IMSA			x	David Oates		x			
42	I-Deas Master Series	Structural Dynam Res Corp			x					x	
43	Integrated Financial Mng. Proj. (IFMP)	Agency (NASA)			x	D. Black	x	x			
44	Intellisync	Puma			x	Bruce Berger		x			
45	IPRO	PAI			x	Lisa Gardner		x			
46	MacroMedia Developer Suite	MacroMedia			x	Marty Curry	x	x			
47	MathCad	Mathsoft			x			x			
48	MathCAD Pro	Mathsoft			x			x			
49	MatLab	The Math Works, Inc.			x	Rich Maine	x	x		x	
50	MatrixX	Integrated Systems			x	Louis Linteurer		x			
51	Mechanical Desktop	AutoCAD			x	Anthony Thomas		x			
52	Media Cleaner Pro	Terran Interactive			x	Marty Curry	x				
53	MetaFrame	Citrix			x		x	x			
54	Mind Manager	MindJet			x	Bruce Berger		x			
55	MPEG Power Professional	Heuris, Inc.			x	Marty Curry	x				
56	MS FoxPro	Microsoft			x			x			

	A	B	C	D	E	F	G	H	I	J	
	Item Description	Vendor	Std Application Suite - ODIN Provided, Full Support	Triage 1 – Govt Provided, Full Support	Triage 2 – Govt Provided, installation Only	Triage 2 POC	Mac	Pc	Linux	Unix	Comments
	MS Visual FoxPro	Microsoft			x			x			
	Multigen	Multigen, Inc.			x	Jeff Ray				x	
	NALCOMIS	US Navy			x	K. Alvarado		x			
	NASTRAN/PATRAN/P-Thermal	MacNeal Schwendler Grp.			x	Knut Roepel				x	
	NETS	Agency (NASA)			x	Vince Kinsey		x			
	NIPMIS	Tom Perricone			x			x			
	NOSC	Agency (NASA)			x	Lisa Gardner		x			
	NS3270	NetManage			x	Lisa Gardner		x			
	OmniPage Pro	Caere			x		x				
	OPAC	U.S. Treasury Department			x	Lisa Gardner		x			
	OpenGVS	Quantum 3D			x	Jeff Ray	x				
	Oracle (server)	Oracle			x	Lisa Gardner				x	
	Oracle Sql*net (client)	Oracle			x	Lisa Gardner	x	x			
	Orcad	OrCAD Inc			x	Anthony Thomas		x			
	PCACT	U.S. Treasury Department			x	Lisa Gardner		x			
	Pro Engineer	Parametric Technology Corp.			x	David Oates		x			
	Procomm	Symantec			x	Lisa Gardner		x			
	Projpeg	www.boxtopsoft.com			x	Marty Curry	x				
	PVWave	Visual Numerics			x	Knut Roepel				x	
	QVTNet 4.x	*QPC Software*			x			x			
	Resumix/IFMP	Agency (NASA)			x	Lisa Gardner	x	x			
	RMRS/FERS	Agency (NASA)			x	Lisa Gardner		x			
	SAP/IFMP (GUI)	Agency (NASA)			x	Lisa Gardner	x	x			
	Secure ID client for Palm Pilots	RSA			x	Laura Fobel		x			
	Secure Shell	Data Fellows, Inc.			x	Laura Fobel	x	x		x	
	Shockwave	MacroMedia			x		x	x			
	Sorenson Video Pro	Sorenson Vision, Inc.			x	Marty Curry	x				
	SpecsIntact	Agency (NASA)			x	Dan Crowley		x			
	Studio Pro	Strata			x	Steve Lighthill	x				
	TopDown Flowcharter	Kaetron			x		x				
	Vellum 3D	Ashlar Inc			x			x			
	Vellum Solids	Ashlar Inc			x			x			
	VxWorks	Wind River Systems			x	Knut Roepel				x	
	WATR FUTS	NASA DFRC			x			x			
	Webtools	www.boxtopsoft.com			x	Marty Curry	x				
	Write	Mill			x	David Oates		x			
	GRC Overlay (to be included as part of Center image)										
	Windows Terminal Server CAL	Microsoft	x				x	x	x	x	
	Outlook	Microsoft	x				x	x	x	x	
	Project	Microsoft	x				x	x	x	x	
	Access	Microsoft	x				x	x	x	x	
	Openoffice.org Office Suite for LINUX	OpenOffice.org	x						x		no
	Openoffice.org Office Suite for Solaris	OpenOffice.org	x							x	
	Apple Safari	Apple	x				x				
	Mozilla	mozilla.org	x				x	x	x	x	Should be in CEI at line 9.
	3270 Client	COTS	x				x	x	x	x	
	FTP Client	COTS	x				x	x			
	Calendar/Scheduling Application	COTS	x				x	x			
	Meeting Place	Lattitude Communications	x				x	x			
	NetMeeting	Microsoft	x					x			
	T.120 Client	COTS	x					x			
	Sun JVM	Sun Microsystems	x				x	x	x	x	
	Telnet client	COTS	x				x	x			
	ssh/scp client(s)	COTS	x				x	x	x	x	
	Windows Media Player	Microsoft	x				x	x			
	WinAmp Media Player	Nullsoft	x				x	x	x	x	
	Microsoft True Type Web Fonts	COTS	x				x	x			
	NNTP Client	COTS	x				x	x	x	x	
	CD Authoring Software	COTS	x				x	x	x		
	Adobe Acrobat Standard (20% estimated coverage)	Adobe Systems, Inc.		x			x	x			
	Maestro (20% estimated coverage)	Hummingbird Communications		x				x			
	Exceed (20% estimated coverage)	Hummingbird Communications		x				x			

	A	B	C	D	E	F	G	H	I	J	
	Item Description	Vendor	Std. Application Suite – ODIN Provided, Full Support	Triage 1 – Govt Provided, Full Support	Triage 2 – Govt Provided, Installation Only	Triage 2 POC	Mac	PC	Linux	Unix	Comments
5	Exceed 3D (5% estimated coverage)	Hummingbird Communications		x				x			
7	X Windows for Mac OS X	Apple		x			x				
8	Ghostview/Ghostscript	COTS		x			x	x	x		
9	Framemaker (5% expected coverage)	Adobe		x			x				
0	xv	COTS		x					x	x	
1	Vendor C compiler	COTS		x				x			
2	Vendor C++ compiler	COTS		x			x	x	x	x	
3	Vendor FORTRAN77 Compiler	COTS		x			x	x	x	x	
4	Vendor FORTRAN90 Compiler	COTS		x			x	x	x	x	
5	Meeting Maker	COTS		x			x	x	x	x	
6	Secure ID tokens	COTS		x							NOT Related to OS
7	Entrust PKI Certificates	Entrust		x							NOT Related to OS
8	MS Outlook Palm Conduit (Intellisync Handheld Edition)	COTS		x				x			Excludes E-mail Integration
9	Meeting Maker Palm Conduit	COTS		x			x	x			
0	GPTools	GOTS		x			x	x	x	x	Terminal Server for Unix and Remote access
1	Setup (env tools)	GOTS		x				x			
2	OpenGL	COTS		x			x	x	x	x	
3	VTCP	InfoExpress		x				x			
4	Visio	Microsoft		x			x	x	x	x	
5	GRC Software to be installed individually upon request										
6	SAP GUI	SAP			x			x			
7	Red Hat Enterprise Linux WS	Red Hat	x					x	x		
8	Sun Solaris	Sun Microsystems	x						x		
9	SGI IRIX	SGI	x							x	
0	HP HP-UX	Hewlett-Packard	x							x	
1	IBM-AIX	IBM	x							x	
2	Tru64 for Alphaserver	Hewlett-Packard	x							x	
3	NCDware	Network Computing Devices	x							x	
4	AutoCad	Autodesk, Inc..			x	David Valco		x			
5	CPET Developed Applications	GOTS			x	Linda McMillen	x	x			
6	Travel Manager	IFMP			x	Shanton Bland		x			
7	WebTADS	IFMP			x	Shanton Bland	x	x			
8	e-Payroll	IFMP			x	Shanton Bland	x	x			
9	Budget Formulation	IFMP			x	Shanton Bland		x			
0	Business Warehouse (BW-Core)	IFMP			x	Shanton Bland		x			
1	Business Warehouse (BW-BF)	IFMP			x	Shanton Bland		x			
2	Plot3D	GOTS			x			x			
3	Mathmatica	Wolfram Research			x	Jim Pennline		x			
4	PV-Wave	Visual Numerics			x			x			
5	TK Solver	Universal Technical Systems			x	Jim Pennline		x			
6	ISD Business Applications	GOTS			x	Karen Meinert		x			
7	gcc	GNU			x	George Zydowic	x		x	x	
8	g++	GNU			x	George Zydowic	x		x	x	
9	gzip	GNU			x	George Zydowic	x		x	x	
0	g77	GNU			x	George Zydowic	x		x	x	
1	FileMaker Pro	Claris Corp.			x		x				
2	TeX	TeX User Group			x	George Zydowic	x	x	x	x	
3	Fast	GOTS			x	Jay Horowitz				x	
4	Shana Inform	Shana			x	Kevin Coleman		x			
5	Micrographx Flowcharter	Micrographx			x			x			
6	Maple	Waterloo Maple			x	Jim Pennline		x			
7	MathCAD	MathSoft			x	Jim Pennline		x			
8	MATLAB	MathWorks			x	Jim Pennline		x			
9	WorkCenter	AutoDesk, Inc.			x	David Valco		x			
0	MP5	Datastream			x	Mike Kaltenstein		x			
1	TecPlot	Amtec, Inc.			x			x			
2	Perl	GNU			x	George Zydowic	x	x	x	x	
3	Java Developers Kit	Sun Microsystems			x	Lou Handler	x	x	x	x	
4	Brio Client	Brio Technolgies, Inc.			x	Dave Cain		x	x	x	
5	MSC/Patran	MSC.Software, Corp.			x	Matt melis		x			
6	IMSL	Visual Numerics			x			x			

A	B	C	D	E	F	G	H	I	J	
Item Description	Vendor	Std Application Suite – ODIN Provided, Full Support	Triage 1 – Govt Provided, Full Support	Triage 2 – Govt Provided, Installation Only	Triage 2 POC	Mac	Pc	Linux	Unix	Comments
QAC	Programming Research			x			x			
Purify	Rational Software Corp.			x			x			
LARC Overlay (to be included as part of Center image)										
QWS 3270 Plus	Jolly Giant Software	x					x			
x3270	Redhat	x						x		
Nifty Telnet 1.1	freeware	x				x				
TN3270	freeware	x				x				
Meeting Maker	Meeting Maker	x				x	x			
FTP Commander	VanDyke Software	x					x			
Fetch/F-Secure	Fetch Softworks	x				x				
Ghostscript	freeware	x					x			
MacGS	freeware	x				x				
StarOffice	open source	x						x		
LARC Software to be Installed Individually upon request										
Access	Microsoft		x				x			
Adobe Acrobat (full suite)	Adobe		x			x	x			
Claris Home Page	Claris		x			x				
Filemaker Pro	Claris		x			x				
Flowcharter	Micrographx		x				x			
FrontPage	Microsoft		x				x			
MacX	Apple		x			x				
Marimba	Marimba		x			x	x			
NameCleaner	Sig Software		x			x		x		
Norton Utilities	Symantec		x			x	x			
Palm Utilities(including Meeting Maker interface)	Palm Computing		x			x				